



**Notice of public meeting of  
Community Safety Overview & Scrutiny Committee**

**To:** Councillors Douglas (Chair), Healey (Vice-Chair), King, Hodgson, Watson, Steward and Orrell

**Date:** Tuesday, 12 March 2013

**Time:** 5.00 pm

**Venue:** The Guildhall, York

**AGENDA**

**1. Declarations of Interest**

At this point, Members are asked to declare:

- Any personal interests not included on the Register of Interests
- Any prejudicial interests or
- Any disclosable pecuniary interests

which they may have in respect of business on this agenda.

**2. Minutes** (Pages 3 - 8)

To approve and sign the minutes of the meeting held on 25 February 2013.

**3. Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak at the meeting may do so. The deadline for registering is **5.00pm on Monday 11 March 2013**.

- 4. Police and Crime Panel Workplan 2013 -2014**  
Members will receive information on the Police & Crime Panel Workplan for 2013-14. CYC representatives on the panel will be attending the meeting together with the panel support officer from North Yorkshire County Council to discuss with the Committee the panel's priorities for the year ahead.
  
- 5. Third Quarter Finance and Performance (Pages 9 - 14) Monitoring Report**  
The purpose of this report is to provide an update on financial performance, service plan improvement actions and performance measures for Environmental Services and Public Protection.
  
- 6. Use of A-Boards Across the City- Briefing (Pages 15 - 34) Paper**  
Members will receive a briefing on the use of A-Boards outside of the City Centre and are asked to consider whether they wish to carry out a full scrutiny review into this topic.
  
- 7. Domestic Waste Recycling Scrutiny Review - (Pages 35 - 86) Interim Report**  
Members will receive an update report on the findings from the Domestic Waste Scrutiny Review and will be asked whether they wish to continue with the review.
  
- 8. Improving Community Resilience (Pages 87 - 94)**  
This report presents information gathered in support of the Community Safety Overview & Scrutiny Committee's review on Improving Community Resilience and asks Members to agree the recommendations arising.
  
- 9. Work Plan (Pages 95 - 96)**  
Members are asked to consider the Committee's work plan.
  
- 10. Urgent Business**  
Any other business which the Chair considers urgent.

Democracy Officer:

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For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

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If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

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If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

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interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

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### **Holding the Cabinet to Account**

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business following a Cabinet meeting or publication of a Cabinet Member decision. A specially convened Corporate and Scrutiny Management Committee (CSMC) will then make its recommendations to the next scheduled Cabinet meeting, where a final decision on the 'called-in' business will be made.

### **Scrutiny Committees**

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

### **Who Gets Agenda and Reports for our Meetings?**

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City of York Council

Committee Minutes

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MEETING	COMMUNITY SAFETY OVERVIEW & SCRUTINY COMMITTEE
DATE	25 FEBRUARY 2013
PRESENT	COUNCILLORS DOUGLAS (CHAIR), HEALEY (VICE-CHAIR), KING, HODGSON, WATSON, STEWARD AND ORRELL

#### **40. DECLARATIONS OF INTEREST**

Members were asked to declare at this point in the meeting any personal interests not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they may have in respect of business on the agenda. None were declared.

#### **41. MINUTES**

RESOLVED: That the minutes of the meeting of 15 January 2013 be confirmed and signed as a correct record.

#### **42. PUBLIC PARTICIPATION/OTHER SPEAKERS**

There had been two registrations to speak under the Council's Public Participation Scheme and one Member had also registered to speak. The speakers had withdrawn their request to speak prior to the commencement of the meeting.

#### **43. PRESENTATION ON SURFACE WATER FLOODING**

Alan Bravey from East Riding Council gave a presentation as to their best practice methods of building up community resilience in times of surface water flooding. The information was provided to complete the committee's consideration of City of York Council's readiness for dealing with this type of flooding. Copies of a Community Resilience Information Pack were also circulated for information.

The presentation covered the following issues:

(i) Context

In the East Riding, severe flooding had taken place in 2007 and many communities had taken action to “help themselves” during the response period and the recovery. However, formal plans had not been in place and a number of lessons had been learned:

- There was a need to formalise the approach that would be taken when emergency situations arose in the future.
- Plans needed to be generic and not flood specific (examples of emergencies included flooding, severe snow, cuts to power supplies and fire).
- The importance of support from town and parish councils.

(ii) Examples of information to be included in the Plans:

- Identifying people to be included in an emergency team.
- Being aware of the skills and expertise that were available within the community.
- Identifying emergency contact points and placing emergency boxes at these locations (eg village halls, community centres, schools etc)
- Identifying vulnerable people.
- Identifying the resources available within the community which could be useful in the event of an emergency (eg machinery or equipment)
- Calling on the support of parish and town councils to assist in “door knocking” to advise residents of emergency situations or to check on the wellbeing of vulnerable members of the community at such times.

(iii) Scenarios

- A community cut off by an emergency and having to fend for itself.
- A community not cut off but, because of the need to prioritise, emergency responders cannot provide immediate assistance.

- A community not cut off and working with emergency responders.

(iv) Types of Plan

The level of detail in the plans drawn up by town and parish councils varied considerably. In the best cases a full plan was in place. For some parish and town councils only a guidance plan was in place which contained only basic information such as contact details. Others had drawn up an abridged plan which was an intermediate level in terms of the information it contained. Details were given of the percentage of town and parish councils in the East Riding area that had plans in place.

(v) Promoting the Drawing Up of Plans

Members were shown examples of supporting materials that had been produced to promote the plans. These included templates and a DVD. Officers had met with community groups and delivered presentations and workshops to promote this initiative.

(vi) Levels of Community Resilience Plans

- Town and Parish Council Plans
- Community Group Plans eg Neighbourhood Watch or Tenants/Residents Associations
- Household or Business Plans

(vii) Reasons given for not putting a plan in place:

- Concerns about health and safety
- Concerns about litigation
- Lack of resources
- “It’s not our job” to put a plan in place
- “Why write down what we already know?”

(viii) Snow Plans

LSP funding had been used to purchase equipment to assist with snow clearance. In order to access this

grant funding town and parish councils had to have snow clearance plans in place.

(ix) Working with Other Services

Members were informed that the Fire and Rescue Service and the Environment Agency had welcomed the drawing up of Community Resilience Plans and were keen to work with communities.

Members thanked Mr Bravey for the informative presentation.

Discussion took place as to whether a similar initiative should be implemented in York. Members noted that, unlike the East Riding, there were a number of areas within the boundary of City of York Council that did not have parish councils. They suggested that in these instances groups such as Neighbourhood Watch or residents' associations may take the lead in the drawing up of plans. There was also the possibility of exploring whether the plans could be drawn up on a ward basis, perhaps being incorporated into the ward action plans.

Members suggested that consideration may also need to be given as to incentives that could be put in place to encourage residents to engage with the process.

Members requested that a report be presented for consideration at the next meeting. It would be helpful if the report also included maps identifying areas within the city that were at particular risk.

RESOLVED: That a report be presented at the next meeting covering the issues raised and including recommendations arising from these.

REASON: To assist the committee in finalising its consideration of City of York Council's readiness to deal with emergency situations at a local level.

**44. WORK PLAN**

Consideration was given to the committee's work plan.

RESOLVED: That, subject to the inclusion of the item agreed under minute 43, the work plan be approved.

REASON: To ensure that the committee has a planned programme of work in place.

Councillor Douglas, Chair

[The meeting started at 5.00 pm and finished at 6.00 pm].

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## Community Safety Overview and Scrutiny Committee

12 March 2013

Report of the Director for Communities and Neighbourhoods, and the Director of City and Environmental Services

### Quarter 3 Finance and Performance update for Environmental Services and Public Protection

#### Summary

1. The purpose of this report is to provide an update on financial performance, service plan improvement actions and performance measures for Environmental Services and Public Protection.

#### Financial Performance Analysis

##### Finance - Forecast outturn – Monitor 3

2. The services that relate to Community and Safety Overview and Scrutiny committee cross two Directorates (City and Environmental Services and Communities and Neighbourhoods). Service Plan Variations which relate to services within this scrutiny are shown below:

	Net Budget £'000	Outturn £'000	Variance £'000
<b>CES Directorate (Extract)</b>			
Highways, Waste and Fleet	15,725	16,921	+1,196
<b>CANS Directorate (Extract)</b>			
Smarter York	2,508	2,527	+19
Neighbourhood Management	1,384	1,307	-77
Street Environment	369	375	+6
Parking Services	1,890	2,064	+174
Parks and Open Spaces	819	808	-11
Public Protection	160	36	-124
Safer York Partnership	184	169	-15
<b>CANS Directorate (Extract)</b>	<b>7,314</b>	<b>7,286</b>	<b>-28</b>
<b>Total</b>	<b>23,039</b>	<b>24,207</b>	<b>+1,168</b>

Note: '+' indicates an increase in expenditure or shortfall in income

'-' indicates a reduction in expenditure or increase in income

3. Details of the main variations by service plan are detailed in the following paragraphs.

### **Highways, Waste and Fleet (£+1,196k)**

4. A number of pressures exist across the Highways, Waste & Fleet service. Savings proposals are being developed to deliver these but in the meantime there is a shortfall in Commercial Waste income (£447k). Savings identified for 2012/13 around changes to terms and conditions, increases in productivity, waste round rationalisation, Household Waste Recycling Centre policy and garden waste collections are yet to be delivered but are offset by a range of one off underspends (£52k), as well as unachieved savings from previous years related to Agency Staff, Area Based Working, Internal Trading and Procurement (£436k).
5. Work is ongoing to deliver these savings within Highways, Waste and Fleet as the service is modernised however it is acknowledged that they will not be fully delivered until later financial years and in the meantime compensatory savings will need to be identified across the directorate.

### **Communities and Neighbourhoods (£-28k)**

6. There is currently a forecast overspend on Smarter York due to one off redundancy costs.
7. Neighbourhood Management is forecasting an underspend of £77k mainly due to savings on vacant posts (£56k) and a committed reduction in various areas of expenditure (£28k).
8. There is a forecast overspend of £174k within Parking Services due primarily to a shortfall of income from Penalty Charge Notices.
9. The services within public protection are forecast to underspend primarily due to increases in income notably Registrars (£48k) and Bereavement Services (£50k). There is also a projected underspend of £12k within Environmental Health and Trading Standards due to holding staffing vacancies.

## **Headline achievements and performance**

### **WASTE**

10. Waste targets for residual household waste and recycling look unlikely to meet targets set for this year. Although the overall residual levels of waste have reduced, the proportion sent to landfill is forecast to increase.
11. National data for 2012/13 shows York to be underperforming against regional or national averages. York ranks 13th in the Yorkshire and Humber for residual household waste and 260th in England, both slipping places from the previous year (12th and 252nd).
12. The total landfill tax position has improved since Q2, with the forecast for household landfill tax reducing from £3,102,080 in Q2 to £2,979,840 (£122,240) in Q3. However, this is still a 12.5% increase on the previous year.
13. The kerbside recycling improvement project is underway. Cabinet have approved the approach and the deadline for completion is April 2013. The review of the Waste Strategy is still being finalised.

### **SAFER COMMUNITIES**

14. The York Equality Scheme, "A Fairer York" was launched in December 2012 setting out a vision for an equal, inclusive and welcoming Council and City. The scheme focuses on how the Council will ensure that everyone enjoys the excellent quality of life York offers, and will help councillors and officers manage council business so that residents, visitors, customers and staff can all enjoy good life outcomes, regardless of who they are and the opportunities and challenges that they face.
15. A key action within the scheme is to increase the number of pitches for Gypsy and Travellers, and the Homes and Communities Agency have approved funding to expand the Osbaldwick Gypsy and Traveller site. A draft Gypsy and Traveller Strategy is in development and has been informed by consultation events undertaken in November and December 2012.
16. Total crime in York dropped by 10% (1,623 crimes) in 2011-12 compared to 2010-11. The first seven months of data available from IQUANTA suggest that crime continues to reduce, and, at present, the reduction is predicted to be between 5 and 10%.

17. Public Protection have exceeded their target for Cold-Calling Zones, with 263 zones in place, and a further 12 due by March 2013.
18. Anti Social Behaviour officers across North Yorkshire agreed to develop a North Yorkshire-wide 'community call for action' plan to allow members of the public to trigger a review of an anti-social behaviour case. The Community Trigger will give victims and communities the right to require agencies to deal with persistent anti-social behaviour that has previously been ignored.

## **ENVIRONMENTAL HEALTH**

19. Air Quality - The Low Emission Strategy (LES) was agreed by Cabinet October 2012. This is a package of additional measures to help reduce emissions to air, based on using low emission fuels and technologies. Its main focus will be to transform York into a nationally acclaimed low emission City, and the Air Quality Action Plan to deliver the changes is now underway alongside a marketing strategy.
20. York has made a successful bid to DEFRA for a grant to tackle air pollution. York will receive £94,490 to put towards the implementation of Low Emission Strategy measures and £54,490 for assessing the impact of these and other transport measures. The funding will be used to raise awareness of the health impact of air pollution and promote the use of low-emission vehicles and taxis, to residents.
21. The development of an electric vehicle recharging network is progressing with the Council set to order two trial cars in January. Electric vehicle (EV) charging points are being rolled out at the new Park and Ride sites and various locations through the planning process. Charging points are also being installed at Council car parks and existing Park and Ride sites. This will give York the first three phase AC charging Pay-As-You-Go network in the country.

### **Consultation**

22. This paper is an information report for Members and therefore no consultation has been undertaken regarding its contents.

### **Corporate Priorities**

Reporting on Financial Performance and Service Improvement support the Corporate Theme of 'Core Capabilities.

## Implications

- **Financial** - Considered as part of this report
- **Human Resources (HR)** - N/A
- **Equalities** - N/A
- **Legal** - N/A
- **Crime and Disorder** - N/A
- **Information Technology (IT)** - N/A
- **Property** - N/A
- **Risk Management** - N/A

## Conclusion

23. This report has provided an update on quarter 3 performance.

## Recommendations

24. The Scrutiny Committee is asked to note the financial and performance position of the portfolio.

Reason: In accordance with budgetary and performance monitoring procedures.

## Contact Details

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**Sally Burns**  
**Director of Communities and**  
**Neighbourhoods**

**Darren Richardson**  
**Director of City and Environmental**  
**Services**

**Report**  
**Approved**



**Date** 4 March 2013

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**Community Safety Overview & Scrutiny Committee****12 March 2013**

Report of the Assistant Director Governance &amp; ICT

**USE OF A-BOARDS ACROSS THE CITY – BRIEFING PAPER****Introduction**

1. A-boards are used by businesses and other organisations to advertise on the pavement. They are heavy metal boards in an 'A' shape scattered across walkways, sometimes causing a dangerous obstruction.
2. The proliferation of A-boards can make it difficult to negotiate the path, and falling over an A-board can be painful and can adversely affect a person's confidence and mobility. Therefore it is essential for all people including those in wheelchairs or with pushchairs, and the blind and partially sighted to have a clear route along a pavement. Without this, many people will walk into A-boards and injure themselves, or inadvertently walk into the road whilst attempting to avoid an A-board. Sometimes A-boards are at different distances from the kerb on the same street; this increases the possibility of crashing into more than one A-board in a short space of time.

**Local Authority Responsibilities**

3. Council's have a dual role in the control of A-Boards on the highway, that of the:
  - Local Planning Authority who have powers and duties under the Town and Country Planning Act 1990 (as amended) and the
  - Highway Authority who under the Highways Act 1980 have powers and duties to protect the rights of the public to the use and enjoyment of the highway, specifically in regard to the use of the highway safely and without obstruction, and responsibility for street scene enforcement.

4. However, an A-Board located on private land contained within the forecourt of a premise requires neither express consent under the planning system nor approval under the Highways Act.
5. A number of other types of advertisement can also be displayed at a shop or other business without needing the Council's Consent i.e. they have 'Deemed Consent', except those on a listed building which require listed building consent. However, there are size and positioning limits on those signs e.g.:
  - An unlit 'fascia' sign above the shop window and below any first floor windows.
  - An unlit hanging or projecting sign at right angles to the frontage, at least 2.5 metres above the ground (Outside of a conservation area, certain types of illumination to these signs are permitted.
  - Signs inside a shop provided they are more than 1 metre back from the window
6. The Government has produced an illustrated booklet which explains the types of advertisement that are allowed without needing consent, entitled 'Outdoor advertisements and signs: a guide for advertisers' – see: <http://www.communities.gov.uk/documents/planningandbuilding/pdf/326679.pdf>
7. Where consent is needed, Draft Local Plan policies are used to judge the application - see Annex A.

### **Use of A-Boards in York**

8. City of York Council (CYC) has a long established practise of tolerating A- boards on the highway unless a complaint is made in which case action is taken to get the board removed. This approach regularly results in the board owners making complaints about staff because they feel victimised, and this then takes up a significant amount of staff time in dealing with the complaint.
9. Approximately 4 years ago in the city centre, a more thorough approach was taken following a number of more wide ranging complaints. As a result most of the A-boards in the footstreets area were removed by their owners. By tackling the city centre as a project rather than taking individual action officer time dealing with the matter was substantially reduced.

10. At that time, the advice given to the owners was that if their board was positioned flat against their property it would be unlikely that any further action would be taken. In addition, City of York Council has for the last 2 to 3 years been actively de-cluttering the city centre by taking action to remove street signs, bollards and other items of street furniture.
11. Officers have confirmed that more recently, a reduction in resources has resulted in the issue of obstruction by A-boards not been as vigorously acted upon as in the past. In fact, a brief audit was carried out a short while ago and approximately 150 boards were observed back on the city centre streets causing obstructions. For example, about a year ago 3 A-boards were observed in front of an historic building at the Goodramgate / Deangate junction. In the first week of December 2012 this number had increased to 8 boards in a line.
12. Obviously, this level of obstruction of the footway is becoming a growing concern, and is seen as a very real problem for those who are blind / partially sighted or need to use a wheelchair. Bearing in mind the re-emergence of A-boards in the city centre, much of the benefit of the councils de-cluttering work has also been lost.
13. The Cabinet Member for Transport, Planning & Sustainability is currently considering taking forwards a zero tolerance zone for the city centre – see map of suggested zone at Annex B. It has been recognised that the viability of some businesses that benefit from boards due to their location being off the beaten track, may be affected by the introduction of a zero tolerance zone. So as part of the ongoing work, this is being looked at to try to overcome the problem whilst still ensuring the majority of boards are removed. It is intended that an approved policy for the city centre will be in place early in the new financial year.
14. But what of elsewhere in the city? It has been identified that there are a growing number of A-boards in the Clifton Green area, some of which are obstructing the footpaths, others are tied to trees. And it is likely that the same kinds of issues are duplicated in other local shopping areas.
15. CYC's countryside officers have concerns around the use of trees for displaying notices as it can damage the bark and ultimately damage tree growth. They confirmed that they would be welcome the removal of all A-boards attached to trees.

## National Best Practice

16. Nationally, many Local Highway Authorities have already addressed the issue around the use of A-boards. In many places a licence is not required but the Local Highway Authority has agreed some guidelines/requirements for A-boards on the public highway. Examples of best practice guidelines/requirements from Kent County Council and Bristol City Council are shown at Annexes C & D respectively.
17. In those Local Highway Authority areas, any organisation that wishes to place an A-board on the highway is responsible for complying with the guidelines/requirements in place which have been designed to protect all highway users, including those with mobility and visual impairments.
18. **Kent County Council** has based their requirements on the Department for Transport's (DfT) guidance on 'Inclusive Mobility' which suggests a minimum unobstructed footway width of 2.0m wherever possible, or 1.5m where fewer pedestrians are expected. However the two metre guideline is not law, and cannot be enforced. The DfT guidelines also state:  
  
*"Apart from road works and scaffolding, there are many other sometimes temporary obstructions that can cause problems for disabled people, particularly those with visual impairments. A-frame advertisement boards placed outside shops ... vehicles and bicycles parked on pavements are all potential hazards.*  
  
*Wherever feasible obstructions of this kind should be kept to a minimum and should not encroach on the clear space (horizontal and vertical) needed to provide safe passage for pedestrians."*
19. Kent CC also encourages organisations to consider alternative methods of advertising off the highway instead of using an A-board, e.g. fixed wall boards, and mounted display boxes, window displays, hanging signs, changeable cloth signs, display screens or light bars.
20. **Bristol City Council** have put in place a very practical guide for the use of A-boards. This includes where they may be placed on the Highway i.e. within a distance of 60 cm immediately in front of the premises they are advertising provided that 1.8 metres of clear footway can be retained between the road and the board. They have also included a general guide on the style, size, colour and use of illumination etc, in order to discourage a proliferation of mismatched A-boards which ultimately could lead to a cluttered appearance.

21. In regard to the acceptable footway widths required by Kent County Council and Bristol City Council (2m and 1.8m respectively), it should be noted that in some areas of York, these do not exist. Therefore this would need taking into account if a decision were taken to introduce some suitable requirements/ guidelines for York (outside of the city centre zone being addressed by the Cabinet Member for Transport, Planning and Sustainability). If a decision were taken not to allow A-boards in areas where an acceptable footway width does not exist, it may result in criticism from affected traders, and lead to allegations of victimisation.
22. Elsewhere, other Local Authorities have introduced their own acceptable standards and guidelines for the placing of A-boards and use Licensing Officers to enforce their guidance. However this has a resource implication which often means the local guidelines are not correctly enforced.
23. In **Nottingham**, following consultation and discussions with local businesses in May 2009, the City Council agreed an A-boards policy. Their new guidance outlined that an A-board should not be swinging or rotating and should be no more than one metre high. And, it completely banned A-boards in parts of the city where there were in excess of 20,000 pedestrians a day or where pedestrian safety and servicing needs were adversely affected by narrow footways or other physical restrictions.
24. Nottingham City Council does not license A-boards, and if a business does not comply with the guidelines the council sends warning letters, and then confiscates the A-board.
25. In the **Royal Borough of Windsor and Maidenhead**, a licence is required to place an A-board in a public space with a flat rate charge of £450 for every application. A further £450 pounds is charged every two years to renew the licence. If the application for an A-board is refused, £150 is returned to the business. Licences for A-boards are issued with the following guidelines:
  - A-boards and other goods are only allowed on pavements where sufficient width of footway can be left clear and unobstructed for pedestrian usage of the area (usually a minimum of 2 metres)
  - A-boards and goods must be removed from the street outside the times permitted in the licence.

- A-boards and goods must not be placed in the way of vehicle movements - this is to ensure free and unobstructed access by the emergency services

26. In **Brighton & Hove**, a comparative scrutiny review was carried out in 2010, following concern over how accessible their public highways were. Their Scrutiny Panel considered whether pavements in the city were too cluttered thereby reducing the ability of residents and visitors to move freely, in particular those with mobility issues. The review took into account and balanced the competing needs of different groups of highway users. The considered evidence from disability advocacy groups, residents associations, business associations and private residents, and carried out site visits to areas identified as hotspots around the city. As part of that wider review, the Scrutiny Panel looked in detail at issues around the use of A-boards. The findings from that review associated with the use of A-boards, are provided at Annex E.
27. The **Royal National Institute of Blind People** (RNIB) supports a complete ban on A-boards. In their view, it would enable many people to walk along their local streets without fear of colliding with a heavy, painful sign. They do not believe that a complete ban would have an adverse economic impact on traders. In their view, a complete ban places all traders on the same footing regardless of the width of pavement outside their premises.
28. RNIB wants businesses and other people who use A-boards to be more aware about the impact of this form of advertising. They believe that unmonitored, over-use of the boards without any local guidelines is dangerous and obtrusive. Also, that the continued use of A-boards without consideration for the passing pedestrians is a low level form of anti-social behaviour.

## Options

29. Outside of the city centre zone already being addressed by the Cabinet Member for Transport, Planning and Sustainability, Members may choose to:
- i) Carry out a scrutiny review to identify suitable requirements/ guidelines to be put in place for other areas of the city, if they feel the issue of A-boards warrants further investigation. This may include:

- a) Considering whether introducing an A-board licence is a suitable approach. This may be seen as an income potential, and may encourage more responsible use, and help monitor the proliferation of A-boards. However an appropriate level of enforcement would be required which have a significant impact on staff resources.
  - b) Identifying appropriate Enforcement measures which may be taken by the Council in relevant situations under the Highways Act 1980. To help address the staffing resource issue, Members may choose to consider the approach taken by Brighton & Hove i.e. identifying additional staff resource in monitoring and enforcing the streetscape through improved cross directorate/team working, with officers undertaking multiple enforcement regimes, including the use of civil enforcement officers, city cleaning officers and PCSOs.
  - c) Identifying what may be acceptable in respect of A-boards e.g. dimensions, colour, design, rules on illumination and safety considerations etc
  - ii) Decide no action is required to amend current practices and therefore no review is required at this time.
30. Feedback on the above options has been sought from CYC Highways, and in response they have confirmed they would not recommend option ii, as in their view their current practise is time consuming, results in allegations of victimisation and doesn't effectively tackle the problems some people have freely and safely using the footway.

### **Council Plan 2011-15**

31. Ensuring the public highway remains free of obstruction and safe for all users (particularly for those with mobility difficulties or who are blind / partially sighted), contributes to the corporate priority of building safer inclusive communities.

### **Implications**

32. There are no known Financial, Legal or HR implications associated with the recommendation in this report.

**Recommendation**

33. Having considered the information within this report, Members are recommended to consider whether they wish to form a Task Group to carry out a scrutiny review as outlined in paragraph 29, in order to identify some appropriate guidelines for the use of A-boards outside of the proposed city centre zero tolerance zone.

Reason: To ensure the removal of the many and varied obstructions from the public highway, the protection of trees, and the safety of all public highway users.

**Contact Details**

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**Chief Officer Responsible for the report:**

Andrew Docherty  
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**Report Approved**  **Date** 21 February 2013

**Specialist Implications Officer(s)** N/A

**Wards Affected:**

All



**For further information please contact the author of the report**

**Background Papers:** N/A

**Annexes:**

**Annex A** – Draft Local Plan Policies Used to Judge Applications for Advertisement Consent

**Annex B** – Map of the Suggested Zero Tolerance Zone for the City Centre

**Annex C** – Best Practice Guidelines from Kent County Council

**Annex D** – Best Practice Requirements from Bristol City Council

**Annex E** – Findings from Brighton & Hove City Council Scrutiny Review

Draft Local Plan Policies Used to Judge Applications for Advertisement Consent

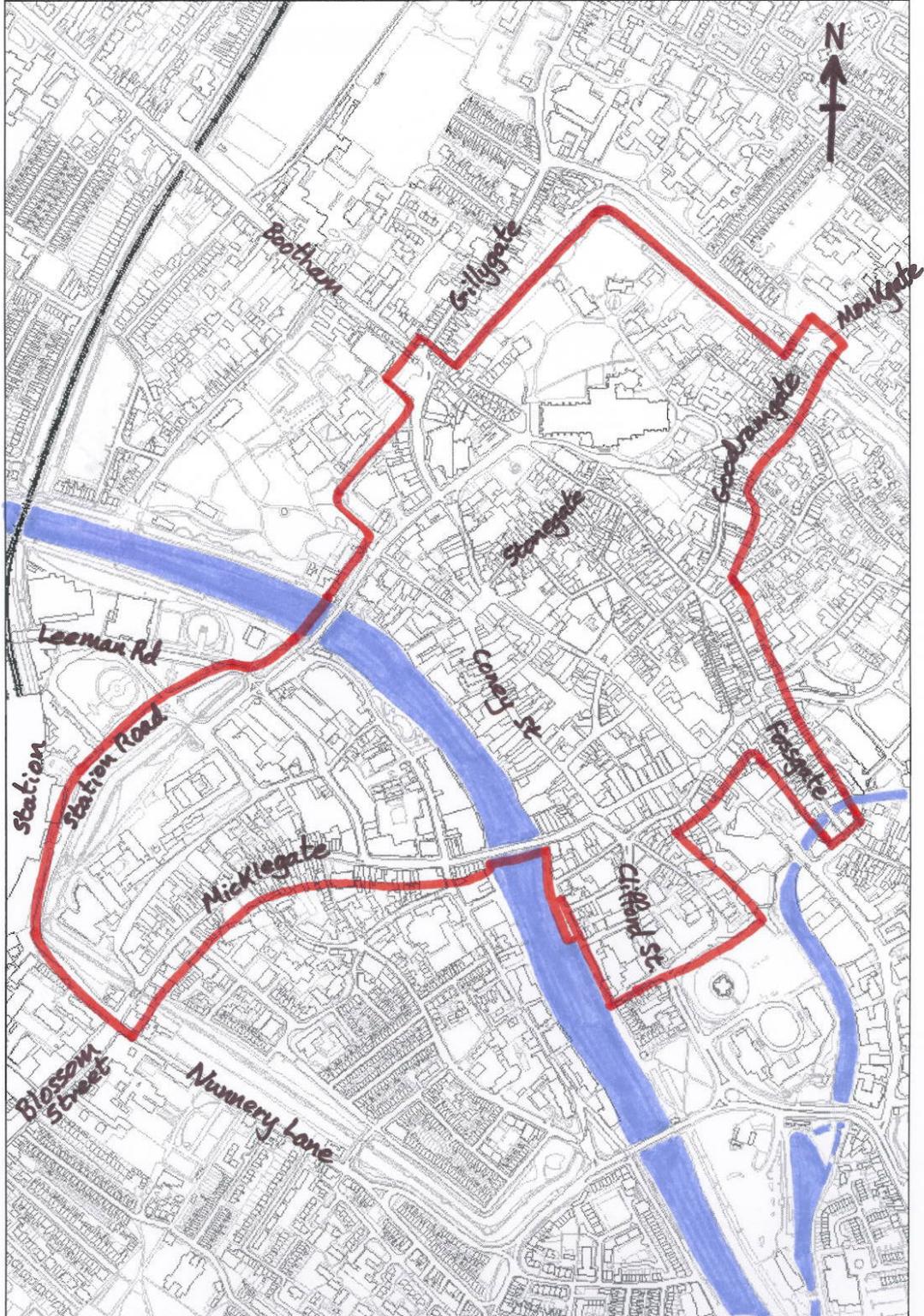
GP21 – Advertisements - Consent will be granted for signs, hoardings and large advertising panels where their size, design, materials, colouring and any form of illumination does not detract from the visual amenity of the areas in which they are displayed, particularly with regard to the character of listed buildings or conservation areas, and a) there is not adverse effect on public safety and b) in residential areas on sites clearly visible from roads, the advertisement is in keeping with the scale of surrounding buildings and public areas.

HE8 – Advertisements in Historic Locations - Within conservation areas, or on listed buildings, advertisements will be expected to comply with policy GP21 and consist of: a) a design and scale that respects the character and appearance of the area and b) good quality materials that are sympathetic to the surface to which they are attached. Within conservation areas externally illuminated advertisements that require large light fittings will not be permitted.

GP22 – Banners - Advertisement consent will only be granted for the display of banners on or between buildings, structures or trees where there are of a high quality and are maintained as such, and there would be no adverse effect on highway safety or visual amenity

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CYC Proposed Zero Tolerance Zone



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**IMPORTANT INFORMATION****Changes to the Management of A-boards on the Highway**

Dear Sir or Madam,

Kent County Council (KCC) has recently approved changes to how Advertising boards (A-Boards) are managed on the highway under the "Temporary Obstructions Policy". A licence is not required but an organisation that wishes to place an A-board on the highway will be responsible for complying with the KCC "Requirements for A-boards on the public highway". The requirements are detailed overleaf. The requirements exist to protect all highway users, including those with mobility and visual impairments. Alternative methods of advertising off the highway, including wall mounted or hanging signs, should always be considered before placing an A-board on the highway.

Kent as Highway Authority promotes the free and safe passage of all users of the highway. Our requirements follow the "Inclusive Mobility" guidance from the Department for Transport, which requires a minimum unobstructed footway width of 2.0m wherever possible, or 1.5m where fewer pedestrians are expected.

Where we do find A-Boards placed inappropriately, we will advise the owner to resite them. However, if the owner does not take action, we may remove the boards ourselves.

To view or download a copy of our policy and examples of alternative methods of advertising, please visit: [www.kent.gov.uk/aboard](http://www.kent.gov.uk/aboard) or write to: Kent County Council, Highways & Transportation, Invicta House, County Hall, Maidstone Kent ME14 1XX or please call 08458 247 800.

Yours faithfully,

Bryan Sweetland - KCC Cabinet Member for Environment and Enterprise.

### **Your questions answered**

#### **Why have A-board Requirements - surely such matters don't make any difference to highway users?**

KCC need to keep the footway, which is part of the highway, accessible to all users of the highway. By reducing unnecessary clutter and creating a more uniformed approach along streets, we hope to improve access along the highway for all users - which may help to encourage more people to walk and shop along our streets.

#### **Does this mean I have permission to place an A-board on the highway?**

No. This is not blanket permission; you may require planning permission from your Borough, City or District Council. Where possible, you should place your A-board on a private forecourt off the highway, or within your tables and chairs enclosure if you have one.

#### **What can I do instead of using an A-board?**

There are many "off-highway" advertising methods that KCC are keen for businesses to consider instead of placing an A-board, e.g. fixed wall boards, and mounted display boxes, window displays, hanging signs, changeable cloth signs, display screens or light bars. Examples are shown on our website; please note - you may require planning permission from your District or Borough Council.

#### **Can KCC enforce this policy?**

We hope that local businesses respect the "Requirements" that are detailed overleaf. Action will be taken to remove unauthorised problem items or items that cause an obstruction on the highway.

1. All A-boards placed on the highway should be able to be moved freely and easily. An A-board should not be attached to any sort of object on the highway. Whilst positioned on the highway they should be stable and kept upright, this can include being safely and discretely weighted down if required.
2. The A-board shall not cause any damage to the highway, or impede surface water drainage or obstruct access to any premise.
3. A-boards will be the owner's responsibility when placed on the highway, and the highway authority will not be liable for any damage or injury caused to highway users. The owner should hold Public Liability Insurance to indemnify the Kent County Council up to the value of £5 million against any liability, loss or damage, claim or proceeding whatsoever arising under Statute or Common Law in respect of the placing of temporary obstructions on the highway or their removal there from.
4. The A-board should relate to the normal business of the premises. A premise may only place one A-board. If your business has 2 entrances on 2 different streets, you may be able to place one on each street if there is adequate footway space. The A-board should not be placed on the public highway where a private forecourt is available.
5. A-boards may only be displayed directly outside of the business, during business hours. It is to be removed outside these hours and should not be positioned remotely from the property.
6. A-boards should not cause a visual distraction to drivers of road vehicles or obstruction to pedestrians on the highway.
7. A-boards should be easily detectable and noticeable to users who have visual impairments and situated in such a way that they can be negotiated with ease by users with mobility problems. 2m minimum unobstructed footway is required for busy areas and should be aimed for in all cases. For less busy areas, a minimum unobstructed footway width of 1.5m should be maintained at all times. No A-board may be positioned in areas of high pedestrian flow if specified by the highway authority, or where there is not enough remaining footway.
8. The A-board must be between: 0.8m to 1.05m high and 0.45m to 0.7m wide.
9. An A-board should be removed or repositioned with immediate effect if requested by the Highway Authority or member of the emergency services or an officer from a local authority in the interest of access to the highway or to maintain the highway.
10. Planning permission may be required. You should contact you local Borough City or District Council planning authority for further information
11. Nothing in these guidelines absolves those concerned form their legal responsibilities under the Highways Act 1980 and other relevant legislation, including the content on the A-board from S.5 of the Public Order Act 1986.

---

I, the undersigned, represent the business detailed below in agreeing to comply with the above requirements when placing an A-Board on the public highway.

Full name & address of Company	<input type="text"/>		
Email Address:	<input type="text"/>		
Phone Number	<input type="text"/>	Emergency Number	<input type="text"/>
Print Name:	<input type="text"/>	Date	<input type="text"/>
Signature	<input type="text"/>		

---

Kent County Council will only use the information provided in relation to with the processing and recording of your acceptance of these requirements to place an A-board on the highway. The information may be shared with the relevant district, borough or city council or statutory regulators for compliance and monitoring purposes as necessary.





## **“A” BOARDS: GUIDELINES**

### **1. Introduction**

- 1.1 The Council has a dual role in the control of “A” Boards on the highway, that of the
- Local Planning Authority who have powers and duties under the Town and Country Planning Act 1990 (as amended) and the
  - Highway Authority who have powers and duties under the Highways Act 1980 and responsibility for street scene enforcement.

These guidelines have been prepared specifically in relation to street scene enforcement and is not intended to override any controls under the planning regime or express permissions required under the Highways Act 1980.

- 1.2 “A” Boards located on private land contained within the forecourt of a premises will require neither express consent under the planning system nor approval under the Highways Act.

### **2. Purpose of Guidelines**

- 2.1 These Guidelines are intended to provide advice on siting “A” Boards on highway land.
- 2.2 As the Highway Authority, the Council has a duty to protect the rights of the public to the use and enjoyment of the highway, specifically in regard to the use of the highway safely and without obstruction.

The effective and proper enforcement of the laws relating to highways are essential to protect the local environmental interest of the residents, visitors and businesses of Bristol from the harmful impact that breaches of highway law can have.

- 2.3 The application of the Council’s duty as set out in paragraph 2.2 above, provides the basis for securing a consistent and fair approach to pursuing breaches of “A” Board displays on highway land.
- 2.4 A decision about enforcement action has serious implications for all involved: the general public, businesses, victims, witnesses and defendants. By applying the same principles, everyone involved in the process is helping to treat stakeholders fairly but effectively.
- 2.5 These Guidelines also support the Council’s objectives as set out in the Bristol Development Framework and the Joint Local Transport Plan for the West of England, to improve the pedestrian environment and encourage walking as a more sustainable and healthy form of travel. The guidelines also form a key part of Bristol’s Walking Strategy, which has been developed under the overall policy approach of the Joint Local Transport Plan.

### **3. Scope of Guidelines**

- 3.1 These Guidelines apply solely to “A” Boards and other freestanding pavement signs, placed upon the Highway, which includes footways footpaths, paved areas and pavements and/or attached to highway property pursuant to the Council’s duty highlighted in paragraph 2.2 above.

It does not apply to “A” Boards on private property, including privately owned shopping centres.

An “A” Boards may display the business carried on, the goods sold or services provided, or the name or qualifications of the person carrying on the business, or supplying the goods or services, on those premises.

- 3.2 The Council understands the needs of businesses, and that to attract customers, businesses may wish to place “A” Boards and display goods outside of their premises.

This Guidelines set out allowances for what is considered acceptable in respect of “A” Boards pursuant to paragraph 2.2 above.

- 3.3 Wherever possible “A” Boards should be located within the curtilage of the property.

### **4. Practical Guidelines for “A” Boards on the Highway**

- 4.1 “A” Boards and other freestanding pavement signs should be placed within a distance of 60 cm immediately in front of the premises they are advertising provided that 1.8 metres of clear footway can be retained between the road and the board.

No “A” Board or other freestanding pavement signs should be placed on highway land where there are private forecourts that could be used to accommodate them in accordance with conditional deemed consent.

#### **Dimensions of “A” Boards**

- 4.2 “A” Boards should be a standard A1 size and a maximum of 1.1 metres high. This is to ensure some uniformity in design, and thereby limit the size of the obstruction in the highway.

#### **Colour and Design**

- 4.3 Strong colours enhance in small quantities; too much and the effect is overpowering. To achieve impact a sign or advertisement should contrast with its background but it should not overwhelm it. Vibrant colours can be appropriate in commercial areas to add excitement, but may not be appropriate in more sensitive areas such as Conservation Areas or close to Listed Buildings.
- 4.4 Signs which are purely promotional rather than informative, for example, a sign bearing wording advertising a “Sale” or “Special Offer”, are discouraged in favour of

a sign bearing the name of the company or organisation owning or operating in the premises. This is not because of the subject matter of the sign, but in order to discourage a proliferation of promotional advertising, which ultimately could lead to a cluttered appearance.

### **Illumination**

- 4.5 No electrical supply or Illumination will be considered on the Highway where it constitutes a highway hazard.

### **General**

- 4.6 All "A" Boards and other freestanding pavement signs should be temporary in their nature so that they can be easily removed (e.g. require no excavation to install or remove).
- 4.7 "A" Boards and other freestanding pavement signs must not damage the highway. They must also be stable and not easily blown over.
- 4.8 Rotating or swinging signs, boards, displays, etc. on public highway should be avoided.
- 4.9 "A" Boards should relate to the normal business of the trading establishment.
- 4.10 Where multiple occupancy premises share joint accesses, only one sign, board, display, etc. will normally be considered appropriate per frontage (such as Arcades and Courts). However alternative options may be considered such as larger shared boards.
- 4.11 Any business should only display one "A" Board.
- 4.12 Advance directional "A" Board signs should not be placed on the highway away from premises.
- 4.13 It is not permitted to fix/chain boards or adverts to any bollard or piece of street furniture.
- 4.14 Placing "A" Boards in sensitive areas such as conservation areas or close to listed buildings can be unacceptable because of the adverse impact that the proliferation of such displays can have on visual amenity. As such particular attention will be paid to the visual amenity consideration of the "A" Boards in such locations.
- 4.15 "A" Boards will be the owners' responsibility when placed on the highway and the Highway Authority will not be liable for any injury or damage caused to highway users where these are placed on the highway.

All "A" Boards should be removed in their entirety from the Highway at the end of the days trading.

- 4.16 Nothing in these guidelines absolves those concerned from their legal responsibilities under the Town and Country Planning Act 1990 as amended and the Highways Act 1980.

## **5. Safety Considerations**

- 5.1 The impact of an advertisement on public safety will depend on the nature of the advertisement and its location. The advertisement should not be so distracting or confusing that it endangers people who are taking reasonable care for their own and others safety.
- 5.2 A sign would be considered a hazard if: -
- It obstructs visibility;
  - Its content or appearance might distract the attention for a period of sufficient duration to endanger the viewer;
  - It might create glare and dazzle the viewer;
  - It obstructs, overshadows or distracts the attention away from highway, signs, signals or beacons.

## **6. Equality**

- 6.1 On 5th April 2011 the new public sector 'Equality Duty' came into force under the Equality Act 2010. The aim of the duty is for public bodies to consider the needs of all individuals in making society fairer by tackling discrimination and providing equality of opportunity for all.

## **7. Enforcement**

- 7.1 Enforcement will be taken by the Council in appropriate situations under the Highways Act 1980.
- 7.2 "A" Boards that create a nuisance or present a danger are likely to be removed by the Council in accordance with relevant legislation. This may involve serving a Notice requesting its removal before seeking a court order for removal and disposal where necessary. However "A" Boards that constitute an "immediate" danger, hazard or obstruction will be removed from the highway immediately.
- 7.3 "A" Boards removed from the highway, will be stored for 3 months after which they will be disposed of. A charge of £50 per item will be made if any item is claimed. In the case of persistent offenders or commercial concerns that the authority feels has an impact on the street scene, consideration will be given to seeking a criminal prosecution.
- 7.4 Normally, enforcement action will be undertaken on a theme or area based approach to coordinate and maximise its impact and efficiency.

It will however be necessary at times to take action immediately on individual complaints.

### **Brighton & Hove City Council – Street Access Issues Scrutiny Review**

The Scrutiny Panel looked in detail at issues around the use of A-boards. At the time of the review, Brighton and Hove was split into two zones, one zone where the use of pavement space was licensed and one not. Therefore as part of their review, the Panel also considered whether Brighton & Hove City Council should continue to restrict the use of pavement space in their licensed zone, and if their current policy and licensing regime was working or should be relaxed.

Within their licensed zone, all traders wishing to place items on the highway need a licence. The licence specifies where items can be placed and the maximum area to be taken up. The licence is similar in appearance to a tax disc and must be displayed in the shop window. The positions licensed for objects to be placed, were aimed at producing the best compromise possible between the competing highway users.

Outside of their licensed zone, Traders may place items on the highway without the need for a license. However, if complaints are made to the council, cases are looked at on an individual basis.

#### **Findings**

The Scrutiny Panel recognised that whilst items placed upon the highway could be an obstacle to everyone, those experiencing reduced mobility or sight were disproportionately disadvantaged. They noted that navigation of the highway by partially sighted people was aided by fixed landmarks which could be learnt and therefore help in the understanding of exact location. Therefore, having items on the highway that moved on a day-to-day basis was a double problem in that they represented a collision hazard but also distorted the mental map that had been memorized.

Paradoxically, the Scrutiny Panel reasoned that if traders' items were to be of a more fixed location they would actually aid the passage of partially sighted individuals around the city adding to the mental map of the area.

However, the Scrutiny Panel recognised that those basic needed to be balanced with the needs of other users of the highway. Businesses throughout the city indicated throughout the review that use of the highway was integral to their survival. And, the Panel accepted that the city had developed a vibrant out doors café culture that necessitated some encroachment onto the pavement by traders.

Overall, the Scrutiny Panel agreed that in regulating and licensing the use of public highways their council should seek to strike a balance between the needs of competing interests. However this should be based on the premise that there should be free, unfettered access for all, to public highways in Brighton and Hove.

The scrutiny panel also endorsed their council's licensing policy regarding traders' items which states that:

- A. No licensed traders' items should be permitted to reduce the width of a footway to less than 1.3 meters except where:
- i) A formal pedestrian zone has been established in a road by Traffic Order and the whole of the carriageway is kept clear for pedestrian use;
  - ii) A road is closed to vehicular traffic by virtue of a temporary Traffic Order and the whole of the carriageway is kept clear for pedestrian use;
  - iii) A road is considered to be shared space and the whole carriageway is generally available for pedestrian use.
- B. That where a footway is reduced to a width of 1.3 meters (or less) by objects (whether these objects be traders' items of fixed street furniture such as lamp posts, bins etc.) 'turning areas' for manual wheelchair users and guide dogs must be established at regular intervals. These turning areas shall not be less than two meters in length and shall be the full width of the footway. Such areas must be maintained at intervals of no more than six meters along the length of any restricted footway.
- C. That, except in the case of items within large, waiter-serviced sitting-out areas, no traders' item shall be permitted to be placed more than 5 meters from the licensed premises. All objects must be within sight from a window or door of said premises or in clear visual range of CCTV camera(s) monitored from within the licensed premises. This provision will mainly affect advertising boards.
- D. That where an application is refused by Officers, an applicant may appeal to the Licensing Sub-Committee (the Licensing Panel).
- E. That applications for A-Boards shall be restricted to 1 per premises (excluding those situated on private land), but that special consideration will be given to those premises situated in twittens and alleyways regarding this policy.

The Scrutiny Panel found that there appeared to be a lack of coordination between different parts of the council that placed items on the highway, licensed items to be placed on the highway and used items placed upon the highway. They therefore agreed that communication and coordination between officers undertaking work that affected the street-scene, needed to be improved. They also suggested that overall responsibility for highway accessibility should be given to a named officer.

In regard to enforcement, the scrutiny panel agreed a robust, consistent enforcement regime of street access issues was vital. They recommended that consideration should be given to utilising additional staff resource in monitoring and enforcing the streetscape and suggested there should be increased cross directorate/team working with officers able to undertake multiple enforcement regimes, including consideration of the use of civil enforcement officers, city cleaning officers and PCSOs.

Where traders' items were in breach of license conditions, the Scrutiny Panel agreed two written warnings should be issued. Upon the third occasion of breach of license, immediate confiscation by council officers should be undertaken.



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**Community Safety Overview & Scrutiny Committee****12 March 2013****Domestic Waste Recycling Scrutiny Review – Interim Report****Background**

1. In June 2012 the Community Safety Overview & Scrutiny Committee met to consider a number of possible topics for scrutiny review during the 2012/13 municipal year. They also received information on a number of planned service reviews by Directorates for areas within the committee's remit, which included:
  - The rationalisation of waste rounds (including consideration of a move away from the policy on same day waste collection arrangements)
  - Policies at household waste sites
  - Greenwaste collection
  - Commercial waste/recycling/incinerator
2. Discussion took place regarding a proposed topic on commercial waste. Officers provided information as to why commercial waste income targets were not being achieved and the charging structure, together with an update on the waste incinerator plan and the alternative arrangements that might be put in place depending on the outcome of an ongoing planning application.
3. In view of the planned service review of commercial waste, the Committee agreed that it would not be appropriate to carry out a scrutiny review on that topic at that time. However, they agreed there were aspects of domestic recycling that merited review e.g. the disparity between rates of recycling within different parts of the community and comparisons with other local authorities.
4. At a meeting in July 2012, the Community Safety Overview & Scrutiny Committee considered an associated scrutiny topic submitted by Cllr Healey on Domestic Waste Recycling.
5. In coming to a decision to review the topic, the Community Safety Overview & Scrutiny Committee set up a Task Group to carry out the review on their behalf and agreed the following remit:

Remit - To identify future improvements in CYC's working methods in order to increase domestic waste recycling

Key Objectives:

- i. To consider best practice from exemplar Local Authorities including incentive schemes
- ii. To consider the views of CYC waste operatives
- iii. To gather evidence on the effectiveness of the initiatives scheduled for this financial year.

### **Information Gathered & Analysis**

#### **6. Objective i - To consider best practice from exemplar Local Authorities including incentive schemes**

The Task Group carried out an analysis of the 20 top performing Local Authorities (LAs) in terms of recycling rates recorded in 2010/11 – see table in Annex A. Of the 20 LAs looked at, 2 were Unitary Authorities and 18 were WCA's. The highest recycling rate recorded was by Rochford District Council, a WCA with a recycling rate of 66%.

#### **7. Residual Waste**

- 1 WCA had a weekly collection of residual waste in a 140L wheeled bin.
- 18 LA's had an alternate week collection of residual waste and recycling
- 1 LA had a fortnightly collection of residual waste and a weekly collection of recycling.
- 2 x LA's collected residual waste in 240L wheeled bins
- 3 x LA's collected residual waste in 180L wheeled bins
- 1 x LA collected residual waste in a 140L wheeled bin.
- 1 x LA collected residual waste in black sacks.
- 13 x LA stated wheeled bins but size was unspecified
- 19 LA's specified a 'No side waste policy'
- 1 LA allowed residents to purchase additional sacks for residual waste to be placed alongside their wheeled bin. (£12 for roll of 15 sacks)

#### **8. Dry Recycling**

- 19 LA's had a fortnightly collection of recycling
- 1 LA has a weekly collection of recycling

9. <u>Materials collected</u>	<u>% of LA's that collect at the kerbside</u>
Paper	95%
Cardboard	85%
Aluminium tins and cans	95%
Foil	50%
Aerosols	55%
Plastic bottles	85%
Mixed plastic packaging	65%
Plastic film and bubble wrap	25%
Tetra packs	45%
Glass	85%
Textiles	5%
Shoes	5%
Books	10%
Batteries	10%
Mobile phones	5%
Printer cartridges	5%

#### 10. Garden Waste

- 100% of the Local authorities have some kind of Garden waste collection service available for residents
- 2 x LA's have a weekly service
- 18 x LA's have a fortnightly service
- Of the 18 LA's with a fortnightly service, 5 have a chargeable subscription system (prices range from £30-£47 per bin per year)
- None of the LA's that charge for garden waste suspend the collection over the winter period.
- Of the 15 free collections from LA's, 4 reduced the garden waste service over the winter months.

#### 11. Food Waste

- 16 LA's have a food waste collection.
- 8 of these LA's have a weekly collection and 8 have a fortnightly collection
- All 8 LA's that have a fortnightly collection co-mingle the food waste with a fortnightly garden waste collection
- All 8 LA's with a weekly collection collect food waste separately in a food waste caddy.

#### 12. HWRC's & Trade Waste

A common theme throughout was the non acceptance of trade waste at nearby HWRC's.

In addition, many LAs had stringent permit schemes in place at HWRC, including not allowing any construction waste or trailers entry and only allowing vans if they are the only registered vehicle at the property.

13. Bournemouth Borough Council had a 64% recycling rate despite no food waste collection and a subscription based garden waste collection. However, they did have dedicated garden waste bring sites which may explain their high recycling rate.
14. Waste Prevention  
Waste prevention campaigns and information varied widely between Local Authorities. Most WCA that had food waste and garden waste collections had limited waste prevention information available for the public.
15. Whereas, those Local Authorities that did not have food waste collections, or charged for garden waste collections or collected a limited number of dry recycling materials, provided comprehensive waste prevention information.
16. The Task Group looked in detail at the following four 20 top performing LAs from 2010-11, in an effort to better understand their recycling rates (see Annex B). They noted that:
  - Rochford District Council provides a simple and instructive bin schedule and detailed lists of the widest ranges of recyclables collected nationally.
  - South Oxfordshire District Council provides in depth information via their website about what can and cannot be recycled. Also information on where else / other ways things can be recycled.
  - Bournemouth Borough Council runs 'big' bin / 'little' bin scheme. Bin provided for landfill rubbish is smaller than recycle / garden waste bins. Comprehensive website including waste strategy and schemes.
  - Stratford upon Avon District Council
  - 3 out of 4 of the above LAs:
    - Collect household waste and garden waste fortnightly – Bournemouth Borough Council collects household waste weekly and Rochford District Council collects garden waste weekly
    - Collect garden waste all year round with the exception of South Oxfordshire District Council which offers a year round 'opt in' service with a charge per bin (see paragraph 16 below)
    - Runs a food waste service and offers a kitchen caddy to those who want one, with Bournemouth Borough Council being the exception.

- All use one mingled bin
  - All have very detailed lists and guidance
17. The Task Group noted the charges made by South Oxfordshire District Council for the collection of garden waste and bulky items; £34.00 a year for a 240 litre wheeled bin emptied fortnightly, and a minimum charge for bulky waste collection of £21.00 for up to 3 items and a further £6.67 for each additional item (service limited to a maximum of 6 items per collection day).
  18. The Task Group also looked in detail at four of the 20 top performing LAs from 2010-11 (see Annex C). They noted that Vale of White Horse District Council runs an app named 'BINFO' that helps users find out when their next collection is due and which bin needs to be out. Residents can also register online for their garden waste scheme. It also provides homes and flats unsuitable for wheeled / shared bins with pink sacks for rubbish and green sacks for recycling, which are collected fortnightly (rubbish one week and recycling the next).
  19. The Task Group also considered information on recycling by other LAs considered similar to York i.e. within the same family group. Information and waste statistics for those LAs for the periods 2010-11 & 2011-12 are shown at Annex D.
  20. The Task Group also considered the pros and cons of 'Co-mingling' i.e. the collection of materials in a single compartment vehicle with the sorting of these materials occurring at a Materials Recovery Facility. They considered a Waste & Resources Action Programme (WRAP)<sup>1</sup> document called 'Choosing the Right Recycling Collection System' which addressed the issue of which recycling collection system was best and in particular whether kerbside sort systems or co-mingled collections were to be preferred. – see copy attached at Annex E.

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<sup>1</sup> WRAP UK was set up in 2000 to help recycling take off in the UK and to create a market for recycled materials. Over the last decade, they have helped and continue to help local governments devise strategies to deal with those issues through their expertise, research and practical advice.

21. Customer Insight Study on Residents' Recycling Behaviour & Communication Preferences

The Task Group considered the findings from a study of resident's behaviour carried out by Southampton City Council and its partners. The project was undertaken in an effort to tackle waste management and recycling issues, and enable a more direct targeting of customers who did not recycle or who contaminated their bins, thereby reducing the need for the Council's more generic campaigns. See a summary of the work undertaken and the finding from the study at Annex F.

22. The Task Group were particularly interested in the results from the socio-demographic profiling undertaken as part of the study, and noted that Southampton City Council had used those findings to help focus their behaviour change campaigns and achieve better value for money.

23. The Task Group agreed that where those same profile groups existed in York, similar achievements could be made if the propensity of each group to change its behaviour, and each group's communication preference was taken into consideration. The level of achievement possible would be based on the population volumes of each of those profile groups.

24. Objective iii. - To gather evidence on the effectiveness of the initiatives scheduled for this financial year.

The Task Group received information on the promotional initiatives planned for 2012/13. They recognised that as resources for the promotional work were limited the Council needed to target them where it thought they would be most effective and obtain the best results. Initial research carried out generally indicated that the best target areas would be communal properties, terraced properties and areas with a high density of student population. The Task Group agreed to focus their work in support of their third objective on the council's 'Recycle More' initiative, which was one of the themes in the Zero Waste York Challenge work plans for 2012/2013 and 2013/2014.

25. 'Recycle More' included promotion of kerbside recycling to boost participation, capture rates and quality of material collected, which the task group agreed would support the aim of their scrutiny review. The Scrutiny Task Group therefore sought the agreement of the appropriate Cabinet Member for a number of rounds to be used as control rounds during the implementation of the 'Recycle More' initiative in 2012/13.

The Task Group planned to use the data gathered to carry out a comparison of the results from the control rounds with that of the remaining rounds of a similar type.

26. The Task Group learnt that some review and promotional work had been carried out during the 2012/2013 financial year, and was ongoing, but progress had been restricted by reduced availability of staffing resources for various reasons.
27. In addition, the work programme for 2013/2014 was being developed which would enable resources to be targeted where they would be most effective and obtain the best results. The Task Group recognised that the work would involve comparing service provision and performance at various property types and locations. And, that the basic areas subject to comparison and review would vary in size, e.g. blocks of flats, a street, several streets or a housing estate.
28. The Task Group learnt that for each basic area subject to review, the following key elements would be included:
  - Background - Identify demographics of area, current and proposed services, waste data and targets, research, funding and support.
  - Situational Analysis - analyse current position, outline where we need to be.
  - Aims & Objectives - Define aims and objectives (**S**pecific / **M**easurable / **A**chievable / **R**ealistic / **T**imebound).
  - Target Audience - Identify audience i.e. all householders, internal and external groups, specific groups, hard to reach and engage, lifestyle characteristics.
  - Branding & Messaging - Developing communications i.e. visual identity, tone of voice, type of message.
  - Strategy & Communications Methods - Develop overall approach, methods to support services, methods to reach audiences, impact of each method, and distribution methods.
  - Campaign Activities - Develop individual campaign aims and objectives, communications tactics, agree measuring and evaluation mechanisms - such as participation, tonnages, recycling rate, website hits etc.
  - Planning Activities - Scheduling and costs linking with service provision and national events. Schedule campaign activities, outline indicative costs, and include contingencies.
  - Monitoring & Evaluation - Evaluate whether overall aims and objectives achieved, and individual campaign aims and objectives

achieved. Review impact of campaign activities and determine future activities.

29. An example of how that approach would be utilised is detailed below:

Comparing block of flats A and B that are of similar size, have same recycling service and similar recycling performance.

Block of flats A

- Identify recycling performance and customer satisfaction.
- Make no changes to services.
- Do not promote services.
- Review recycling performance.

Block of flats B

- Identify recycling performance and customer satisfaction.
- Review service that is provided to ensure that there are sufficient communal recycling containers on site. If not, arrange for additional containers to be provided.
- Consult with residents to identify any issues and barriers to using recycling service. Try to resolve any reasonable and affordable service issue(s).
- Promote recycling service to ensure that residents know what is available and how to use it (leaflets, posters, door to door canvassing etc.). Also take the opportunity to inform residents about what other services are available from the council or other organisations.
- Try to recruit a local person to help monitor the recycling service so that problems can be identified and resolved as soon as possible.
- Assess opportunity to introduce additional recycling facilities in the area (for example at a local meeting hall or school).
- At the end of the trial period quantify the outcome of the work, e.g. expenditure, impact on recycling performance, customer satisfaction etc.

Compare block of flats A with block of flats B

- Compare recycling performance and customer satisfaction at both locations to establish if the work undertaken provides value for money and could be rolled out to other similar locations.

30. The Task Group noted that initially the work would be targeted at property types and locations where data for comparison and monitoring purposes was currently readily available, and would continue to be so. That first phase of work would include the following property types and locations:

- Communal properties, e.g. flats in areas such as the Groves and Navigation Road.
- City centre area within the city walls where service is provided by Friends of St Nicholas Fields.
- Areas with a high density of student population, e.g. Hull Road, Lawrence Street.

31. It will also include the introduction of some control areas/ buildings /rounds in order to support the work on the third objective of this review. The Task Group noted that this approach would avoid potential complications with the ongoing development of the waste collection rounds infrastructure and availability of robust data.
32. The rescheduling work on the waste collection rounds is due to be completed in the next few months and following this it should be relatively straightforward to move onto other low participation areas and build on the initial work detailed above. It is envisaged that this phase of work would include the following property types and locations:
- Terraced properties, e.g. Leeman Road, Poppleton Road, Burton Stone Lane area (such as Cromer Street and Garth Terrace).
  - Areas predominantly with semi detached properties, e.g. ETTY Avenue, Monkton Road, Dodsworth Avenue, Pottery Lane, Kingsway North and nearby streets.
33. Again, some controls areas will be introduced in order to gather data in support of the third objective of this review. The final stage in regards to supporting the final objective of this review, will be to calculate the waste tonnage to identify whether the campaigns carried out have led to a sufficient improvement to want the cost incurred to the council.
34. There are various methods that can be used for calculating waste tonnages:
- Visual assessment of the fill levels of recycling containers. The collection crew note down the fullness of each communal waste container bin before it is emptied. This can then be converted into a weight using the known fullness of a bin and appropriate conversion factors.
  - Use of vehicle on-board weighing equipment to record weights.
  - Dedicated collections of waste and recycling can be made from specific sites / areas using one vehicle. After collecting material

from the site the vehicle goes to the weighbridge and the tonnage for that specific site / area is recorded.

- Use of scales to weigh waste and recyclables.
- Arranging waste audits to provide a snapshot of the waste and recycling stream.

35. The choice of method used for each area reviewed will be determined by a variety of factors - including property type, location, number of households, size of area, availability of vehicles and equipment, budget resources.
36. For each area that is reviewed an evaluation report will be produced. Each report will include a summary of the key elements of work undertaken and findings (using a template based on the key elements identified above).
37. Due to the planned timing of this work, it will not be possible to complete the comparison work in support of objective iii of the review until later in the municipal year 2013/14. With this in mind, the Task Group agreed that there was no more work they could do at this stage, and agreed to present their findings to date in this interim report. It is feasible that officers could introduce the controls to test the value of the council's campaigns without the need for this committee's involvement.

### **Options**

38. At this stage, the Committee have a number of options:
  - i) Reform the Task Group to conclude the work on the review, at the appropriate time in the new municipal year once the comparison data is available.
  - ii) Discontinue the formal Task Group review and request that officers present comparison data arising from the control areas to the full committee once the initiatives have been completed in the 2013/14 municipal year
  - iii) Conclude the review at this stage and decide whether or not to recommend that controls areas be introduced as part of the work on the initiatives in 2013/14.

39. Members are therefore asked to consider:

- a) Do the findings from the review to date, warrant the continuation of the review in 2013/14.
- b) Will the information gleaned from the comparison work add any real value to achieving the Council's objective to increase domestic waste recycling and reduce landfill.

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Andrew Docherty  
AD ITT & Governance

**Report Approved**



**Date**

1 March  
2013

Wards Affected:

All



**For further information please contact the author of the report**

**Background Papers:** N/A

**Annexes:**

- Annex A** – Analysis of the 20 top performing Local Authorities (LAs) in terms of recycling rates recorded in 2010/11
- Annex B** – Breakdown on 4 of the top performing LAs in 2010/11
- Annex C** – Breakdown on 4 of the top performing LAs in 2011/12
- Annex D** – Information on LAs in York Family Group
- Annex E** – Supporting information on Choosing the Right Recycling Collection System
- Annex F** – Customer Insight Study on Residents' Recycling Behaviour & Communication Preferences

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<i>Local Authority</i>	<i>Type of Authority</i>	<i>Base recycling rate</i>	<i>Residual waste collection frequency</i>	<i>Residual waste container options</i>	<i>Residual waste side waste policy</i>	<i>Recycling collection frequency</i>	<i>Comingled or kerbside sort</i>	<i>Recycling container options</i>	<i>Materials collected at the kerbside</i>	<i>Garden waste collection Y/N</i>	<i>Garden waste collection frequency</i>	<i>Garden waste container options</i>	<i>Chargeable service Y/N</i>	<i>Details</i>
Rochford District Council	WCA	66%	Fortnightly	Wheeled bin only	Do not collect any side waste	Fortnightly	Co mingled	180L wheeled bin only - upgrade to 240L allowed	Paper, cardboard, tin cans, glass, foil, mixed plastics, tetrapacks, carrier bags.	Y	Weekly	180L wheeled bin only. Upgrade to 240L allowed	N	n/a
South Oxfordshire district council	WCA	65%	Fortnightly	Wheeled bin only	Do not collect any side waste	Fortnightly	Co mingled	Wheeled bin only	Paper, cardboard, tin cans, glass, plastic bottles, tubs and pots.	Y	Fortnightly	240L wheeled bin	Y	£34 p/a charge for service. Bin remains property of council.
Surrey Heath borough council	WCA	65%				Fortnightly	Co mingled	Wheeled bin only	Glass bottles and jars, tin cans, aerosols, foil, plastic bottles, mixed plastic, tetra packs, paper, cardboard.	Y	Fortnightly	240L wheeled bin	Y	Different payment options available, rolling subscriptions 12, 24 or 36 month contracts. Monthly payment option available.
Bournemouth borough council	Unitary	64%	Weekly	Wheeled bin (Big bin little bin scheme - Refuse =140L)	Do not collect any side waste	Fortnightly	Co mingled	240L wheeled bin	Glass bottles and jars, plastic bottles, mixed plastics, paper, cardboard, tins and cans, tetrapacks.	Y	Fortnightly	140L wheeled bin	N	Opt in service not available to all residents. Specific garden waste bring sites avail Apr-Nov
Cotswolds district council	WCA	60%	Fortnightly	180L Wheeled bin or beige sacks. 100 per annum per residence	No side waste collected but residents can buy additional beige sacks for excess waste - £12 for a roll of 15.	Fortnightly	Kerbside sort	Up to 3 x 55L box and a blue bag for cardboard	Paper, glass, tins and cans in the box. Cardboard only in the bag.	Y	Fortnightly	240L bin or sacks	Y	£30 p/a

<i>Local Authority</i>	<i>Type of Authority</i>	<i>Base recycling rate</i>	<i>Residual waste collection frequency</i>	<i>Residual waste container options</i>	<i>Residual waste side waste policy</i>	<i>Recycling collection frequency</i>	<i>Comingled or kerbside sort</i>	<i>Recycling container options</i>	<i>Materials collected at the kerbside</i>	<i>Garden waste collection Y/N</i>	<i>Garden waste collection frequency</i>	<i>Garden waste container options</i>	<i>Chargeable service Y/N</i>	<i>Details</i>
Staffordshire moorlands district council	WCA	60%	Fortnightly	Wheeled bin	Do not collect any side waste.	Fortnightly	Co mingled	Wheeled bin only, plus a sack for paper & sack for textile recycling	Glass bottles and jars, tins and cans, plastic bottles, mixed plastic, foil, aerosol cans, tetra packs, cardboard.	Y	Fortnightly	Wheeled bin	N	n/a
Stratford on Avon district council	WCA	59%	Fortnightly	Wheeled bin	Do not collect any side waste	Fortnightly	Co mingled	Wheeled bin	Paper, cardboard, Cans, Glass, Plastic bottles, mixed plastics, aerosols, foil, tetra packs	Y	Fortnightly	Wheeled bin	N	n/a
Epping forest borough council	WCA	59%	Fortnightly	180L wheeled bin	Will collect recycling side waste but no side waste		Kerbside sort	55L box for glass & kerbside sack for paper, card & plastic	Paper, cardboard, Cans, Glass, Plastic bottles, mixed plastics, aerosols, foil.	Y	Weekly	180L wheeled bin	N	n/a
Harborough district council	WCA	58%	Fortnightly	Wheeled bin	unknown - no information. Website says bins must be closed.	Weekly	Kerbside sort	2 x 55L recycling boxes	Box for glass, foil, food trays, aerosols, tins and cans. Box 2 for paper only. No plastic collected at kerbside. Card composted with green waste	Y	Fortnightly	Wheeled bin	N	n/a
Huntingdonshire district council	WCA	58%	Fortnightly	Wheeled bin	Do not collect any side waste	Fortnightly	Co mingled	Wheeled bin	Glass, paper, cardboard, tins, cans, tetra packs, plastic bottles.	Y	Fortnightly	Wheeled bin	N	n/a
Cherwell district council	WCA	57%	Fortnightly	Wheeled bin		Fortnightly	Co mingled	Wheeled bin / 55L recycling boxes (residents choice)	Tins and cans, plastic bottles, paper, cardboard, aerosols, tetrapacks.	Y	Fortnightly	Wheeled bin	N	n/a

<i>Local Authority</i>	<i>Type of Authority</i>	<i>Base recycling rate</i>	<i>Residual waste collection frequency</i>	<i>Residual waste container options</i>	<i>Residual waste side waste policy</i>	<i>Recycling collection frequency</i>	<i>Comingled or kerbside sort</i>	<i>Recycling container options</i>	<i>Materials collected at the kerbside</i>	<i>Garden waste collection Y/N</i>	<i>Garden waste collection frequency</i>	<i>Garden waste container options</i>	<i>Chargeable service Y/N</i>	<i>Details</i>
Teighbridge district council	WCA	57%	Fortnightly	Wheeled bin	Do not collect any side waste	Fortnightly	Kerbside sort	2 x 55L recycling boxes	Green box for plastic bottles, glass bottles and jars, printer cartridges, mobile phones, batteries. Black box for paper and food and drinks cans. Cardboard composted via garden waste bins.	Y	Fortnightly	Wheeled bin	N	n/a
Rutland county council	Unitary	57%	Fortnightly	Wheeled bin	Do not collect any side waste	Fortnightly	Co mingled	Wheeled bin	Glass, paper, cardboard, tins, cans, tetra packs, aerosols, foil, batteries, mixed plastic packaging.	Y	Fortnightly	Wheeled bin	N	Reduced collection service Dec-Feb (monthly)
Lichfield district council	WCA	57%	Fortnightly	240L wheeled bin	Do not collect any side waste	Fortnightly	Co mingled	Wheeled bin	Glass, paper, cardboard, tins, cans, tetra packs, foil, plastic bottles, plastic packaging.	Y	Fortnightly	Wheeled bin	N	n/a
South Cambridgeshire district council	WCA	56%		240L wheeled bin	Do not collect any side waste Additional bin can be supplied to households if they meet certain criteria - cost £63.50.	Fortnightly	Co mingled	240L wheeled bin	Aerosols, bubble wrap, cardboard, tetra packs, foil and food trays, plastic packaging, film and bottles, glass bottles and jars.	Y	Fortnightly	Wheeled bin	N	n/a
West Lindsey district council	WCA	56%	Fortnightly	180L wheeled bin	Do not collect side waste	Fortnightly	Co mingled	180L wheeled bin	paper, cardboard, tins, cans aerosols, foil, glass, plastic bottles and ready meal trays.	Y	Fortnightly	Wheeled bin	N	Reduced frequent over the winter months.

<i>Local Authority</i>	<i>Type of Authority</i>	<i>Base recycling rate</i>	<i>Residual waste collection frequency</i>	<i>Residual waste container options</i>	<i>Residual waste side waste policy</i>	<i>Recycling collection frequency</i>	<i>Comingled or kerbside sort</i>	<i>Recycling container options</i>	<i>Materials collected at the kerbside</i>	<i>Garden waste collection Y/N</i>	<i>Garden waste collection frequency</i>	<i>Garden waste container options</i>	<i>Chargeable service Y/N</i>	<i>Details</i>
Mole Valley district council	WCA	55%	Fortnightly	Wheeled bin	Do not collect side waste	Fortnightly	Co mingled	Wheeled bin	Paper, cardboard, tins, cans and plastic bottles.	Y	Fortnightly	Wheeled bin	Y	£47 per hire of bin per year. Residents can hire up to 3 bins for garden waste disposal.
Uttlesford district council	WCA	55%	Fortnightly	Wheeled bin	Do not collect side waste	Fortnightly	Co mingled	Wheeled bin	Paper, cardboard, tins, cans, plastic bottles, mixed plastics (including bubble wrap etc), textiles, shoes (paired), glass.	Y	Fortnightly	Wheeled bin	Y	£20 for the bin, £40 per year for the service.
East Lindsey district council	WCA	55%	Fortnightly	Wheeled bin or sacks	Do not collect side waste	Fortnightly	Co mingled	Wheeled bin or sacks	Paper, cardboard, tins, cans, plastic bottles, mixed plastics, glass	Y	Fortnightly	Wheeled bin	N	Service only available Easter-Nov. No service at all in the winter months.
South Hams district council	WCA	55%	Fortnightly	Wheeled bin	Do not collect side waste	Fortnightly	Kerbside sort	Sacks	Sacks (1 for paper and card only, 1 for plastic bottles, tins and cans, aerosols etc)	Y	Fortnightly	Wheeled bin	N	

Local Authority	Food waste collection Y/N	Food waste collection frequency	Food waste collection container options	Co-mingled with garden waste collection Y/N	Number of Household waste sites	Allows trade waste? /Permit scheme?	Notes	Communications campaigns and events	Dedicated waste prevention website/pages	Social networking	Website usability & design	Website rating 1-5 (1=poor, 5 = excellent)	Other
Rochford District Council	Y	Weekly	180L wheeled bin - upgrade to 240L allowed (garden waste comingled)	Y			Garden waste and food waste collected together in wheeled bin, the council collects all types of food waste comingled in this collection.	Info saying recycling team happy to visit existing events. 'Maximise recycling' scheme designed to eliminate contamination & increase amount of comingled recycling successfully processed	N	N	n/a	n/a	
South Oxfordshire district council	Y	Weekly	Small lockable container	N				None	Pages on Council website	Twitter (Council main not WP)	Good	2	Binfo' Iphone app reminds people of refuse/recycling collection days. Text reminder service also available.
Surrey Heath borough council	Y	Weekly	23L outdoor caddy	N			Garden waste club' operated completely seperately to other waste collections and is a subscription only service.						
Bournemouth borough council	N	n/a	n/a	n/a	2	Permit scheme in place. Vans only allowed on to site if registered for domestic use only and is the only vehicle residents have.	1 of the HWRC is a dedicated garden waste bring site.	Variety of WP communication campaigns running includ; Give and take days, Junk mail, Home composting, Love food hate waste, packaging reduction, Real nappies.	Pages on Council website	Facebook and Twitter	Good	3	
Cotswolds district council	Y	Weekly	10L caddy (up to 3 caddys per household)	n/a									

<i>Local Authority</i>	<i>Food waste collection Y/N</i>	<i>Food waste collection frequency</i>	<i>Food waste collection container options</i>	<i>Co-mingled with garden waste collection Y/N</i>	<i>Number of Household waste sites</i>	<i>Allows trade waste? /Permit scheme?</i>	<i>Notes</i>	<i>Communications campaigns and events</i>	<i>Dedicated waste prevention website/pages</i>	<i>Social networking</i>	<i>Website usability &amp; design</i>	<i>Website rating 1-5 (1=poor, 5 = excellent)</i>	<i>Other</i>
Staffordshire moorlands district council	Y	Fortnightly	Wheeled bin	Y	3	No trade waste allowed on sites - residents in a van or trade marked vehicle have load inspected.	Garden waste and food waste comingled in wheeled bin and collected fortnightly.	None	N	N	Poor	1	
Stratford on Avon district council	Y	Fortnightly	Wheeled bin	Y	4	Trade waste allowed at some sites. Residents Permit scheme in operation for those with only a van.							
Epping forest borough council	Y	Weekly	180L wheeled bin	Y									
Harborough district council	Y	Weekly	Outdoor food waste caddy. (23L)	N									
Huntingdonshire district council	Y	Fortnightly	Wheeled bin - comingled with garden waste	Y	3	No		Waste prevention campaigns & roadshows. Link with work on climate change. Promote swishing parties locally & host swap & sell website.	External reuse pages and page on Council website	Twitter and facebook (council main)	Very Good	4	
Cherwell district council	Y	Fortnightly	Wheeled bin - comingled with garden waste	Y	7 (in County area)	Y Permit scheme similar to CoYC		Website includes pages with information on home composting, recycling in schools and reasons to recycle.	Y Pages on Council website	N	Good	3	Council using QR codes on posters and communications about refuse and recycling to make the service much more user friendly.

Local Authority	Food waste collection Y/N	Food waste collection frequency	Food waste collection container options	Co-mingled with garden waste collection Y/N	Number of Household waste sites	Allows trade waste? /Permit scheme?	Notes	Communications campaigns and events	Dedicated waste prevention website/pages	Social networking	Website usability & design	Website rating 1-5 (1=poor, 5 = excellent)	Other
Teighbridge district council	Y	Fortnightly	Wheeled bin - comingled with garden waste	Y				Comprehensive info on website & variety of campaigns inc: LFHW, reuse, home composting, real nappies, smart shopping, junk mail. Offer free real nappy trial kits. Schools education programme. Dedicated recycling and waste reduction magazine / newsletter	Y	Y	Very Good	4	
Rutland county council	N	n/a	n/a	n/a	2	No. All householders must have a valid permit to use the site.		Some communication campaigns & events. Info on website about ways residents can reduce, reuse and recycle effectively. Waste Strategy & Action Plans detailing specific WP campaigns	Y Pages on Council website	N	OK	3	
Lichfield district council	Y	Fortnightly	Wheeled bin - comingled with garden waste	Y	4 (in County area)	Y A limited amount - chargeable							
South Cambridgeshire district council	Y	Fortnightly	Wheeled bin - comingled with garden waste	Y	2	N							
West Lindsey district council	N	n/a	n/a	N	7 (in County area)			Specific waste reduction pages with campaign info inc: LFHW, reducing packaging, charities, real nappies & furniture reuse	Pages on Council website	N	Rubbish	2	

<i>Local Authority</i>	<i>Food waste collection Y/N</i>	<i>Food waste collection frequency</i>	<i>Food waste collection container options</i>	<i>Co-mingled with garden waste collection Y/N</i>	<i>Number of Household waste sites</i>	<i>Allows trade waste? /Permit scheme?</i>	<i>Notes</i>	<i>Communications campaigns and events</i>	<i>Dedicated waste prevention website/pages</i>	<i>Social networking</i>	<i>Website usability &amp; design</i>	<i>Website rating 1-5 (1=poor, 5 = excellent)</i>	<i>Other</i>
Mole Valley district council	Y	Weekly	Outdoor food waste caddy. (23L)	N	15 (in county area)	N Electronic permit scheme in place - unique Ref No. matched to reg No. Waste & recycling brought on site is monitored. No construction waste allowed on site.		None - promotion of recycling and current recycling performance but no specific waste prevention.	N	N	n/a	n/a	
Uttlesford district council	Y	Weekly	Outdoor food waste caddy. (23L)	N	1	No trade waste allowed. No permit scheme in place, height barriers used to control vehicles entering site.		Information on the website re the 3 R's and contact details of organisations that may be able to help.	N	N	OK	3	
East Lindsey district council	N	n/a	n/a	n/a				Nothing on the website	N	N			
South Hams district council	Y	Fortnightly	Wheeled bin - comingled with garden waste	Y				Very good WP info and campaigns inc: home compost bin subsidy, community composting, waste reduction, schools recycling, LFHW, & top tips for reducing waste.	Y pages on the website	N	Good	4	

Top Performing Councils 2010-11

Authority	Bournemouth Borough Council	Rochford District Council	South Oxfordshire District Council	Stratford on Avon District Council
Authority Type	Unitary	Collection	Collection	Collection
Region	South West	Eastern	South East	West Midlands
Waste Collection - Frequency & Containers	<b>Weekly</b> - 'small' grey wheelie bin	<b>Fortnightly</b> - Black wheelie bin	<b>Fortnightly</b> - Grey wheelie bin	<b>Fortnightly</b> - Grey wheelie bin
Kerbside Recycling Collection - System (Kerbside Sort / Co-mingled) & Frequency	<b>Fortnightly</b> - 1 x mingled 'big' bin	<b>Fortnightly</b> - Grey mingled wheelie bin	<b>Fortnightly</b> - Green wheelie bin	<b>Fortnightly</b> - Mingled Green Wheelie bin
Kerbside Recycling Collection - Materials	Paper (including newspaper, office paper, catalogues, phone directories, windowed envelopes) Cans (including drinks cans and household aerosols) Glass (including bottles of all colours) Cardboard (including packaging, toilet roll tubes) Plastic bottles and food containers (including milk containers, fizzy drinks bottles, shampoo, cleaning products, meat trays, yoghurt pots, fruit punnets, margarine tubs and also bottle tops) Food and drink cartons (including fruit juice containers, fresh soup cartons, milk products etc)	Newspapers and Magazines, Junk mail, Office paper, Telephone directories, Shredded paper, Catalogues, Yellow Pages, Envelopes (with and without windows) Cardboard, Greetings cards, Cardboard food packaging, Cardboard boxes, Glass jars and bottles, Perfume bottles, Broken glass jars and bottles, Jam jars, sauce jars, Spirit, wine and beer bottles, Food and drink cans, Food and drink cans and tins (clean) Aerosol cans, Foil (clean) Tin lids, Aluminium food containers (clean), Biscuit and sweet tins, Plastic bottles, Soft drinks bottles, Plastic milk bottles, Shampoo and other plastic toiletry bottles, Fabric conditioner and other cleaning products, Plastic bottle lids, Plastic food packaging, Fruit and vegetable punnets, Meat trays, Margarine tubs, Yoghurt pots, Ice cream containers, Plastic tubs, Ready meal and food trays, Plastic take away food containers, Party platters, Plastic cups, Sandwich packs, Loose plastic carrier bags, Liquid food and drinks cartons (tetra paks)	Books, Catalogues, Cereal boxes, Corrugated cardboard, Envelopes (including envelopes with windows) Greeting cards, Junk mail, Magazines, Newspapers, Phone, directories (including the Yellow Pages) Shredded paper (in a paper bag) Tissue boxes, Toilet roll tubes, Window envelopes, Writing paper, Glass, Mixed glass bottles and jars - any colour (and bottle tops) All plastic packaging (with the exception of cling film), including: Carrier bags, Detergent bottles, Drinks bottles, Food and drink cartons (Tetra Paks) Food trays, General plastic packaging (e.g. salad bags) Ice cream tubs, Margarine tubs, Plastic plant pots, Plastic milk cartons and bottles, Shampoo bottles, Yoghurt pots, We can accept plastic wrapping from newspapers and magazines, but please remove this from the magazine before placing it in the recycling bin. Metal, Aerosols, Foil, Food tins, Steel and aluminium food and drink cans (please wash and squash them first) All these can go in your bin together and should be loose (no bagged materials). We prefer all materials to be clean and the labels removed. <b>extra recycling can be put out in either clear or opaque sacks, carrier bags or cardboard boxes.</b> Household batteries, such as 6v batteries, 9v batteries (transistor batteries), D, C AA, AAA and button batteries (watch batteries) as well as mobile phone batteries, laptop batteries and lithium batteries with tape across the terminals should be placed into a small, clear plastic bag and placed on top of your green bin on recycling week.	Newspapers, magazines, scrap paper, envelopes, catalogues & directories and shredded paper (ideally contained in an envelop/newspaper/cardboard box) Cardboard Greetings cards, boxes packaging material and corrugated cardboard (broken up to fit in the bin) Glass Bottles and jars, Tins and Cans Food tins, drink cans, biscuit tins, Plastic Packaging Bottles, yoghurt pots, margarine / ice cream tubs, fruit punnets, microwave meal trays, Aerosols Deodorant cans, hair spray cans, Aluminium foil Clean kitchen foil, cake and pie trays, Cartons Drinks cartons, soup cartons and tetrapak
Garden Waste Collection - Frequency & Containers	<b>Fortnightly</b> April - November. Green Wheelie bin	<b>Weekly</b> - Mingled wheelie bin for garden & food waste combined	<b>Fortnightly</b> year round 'opt in' service £34 for a bin	<b>Fortnightly</b> Green wheelie bin - mingled kitchen & green waste
Food Waste Collection - Frequency & Containers	<b>No Service</b>	<b>Weekly</b> - Kitchen caddy & Mingled wheelie bin for garden & food waste combined	<b>Weekly</b> Kitchen caddy & Larger outdoor bin (liners not provided)	<b>Fortnightly</b> Green wheelie bin - mingled kitchen & green waste. Kitchen caddy available to those who want one - not rolled out as standard though

Top Performing Councils 2010-11

Authority			Bournemouth Borough Council	Rochford District Council	South Oxfordshire District Council	Stratford on Avon District Council
2010/2011	% of house hold waste sent for reuse, recycling or composting (Ex NI192)	Dry	41.81%	28.52%	37.02%	27.16%
		Green / Food	21.98%	35.23%	29.70%	32.14%
		Total	63.79%	27.16%	32.14%	59.13%
2011/2012	Residual household waste per household (kg/household) (Ex NI191)		444.23	303.85	274.85	404.50
	% of household waste sent for reuse, recycling or composting (Ex NI192)	Dry	30.07%	28.87%	36.95%	27.33%
		Green / Food	22.08%	38.32%	30.81%	29.93%
		Total	52.15%	67.19%	67.76%	57.26%
	% of municipal waste sent to landfill (Ex NI193)		19.10%	-	-	-
Collected household waste per person (kg) (Ex BVPI 84a)		480	385	369	432	
Weekly Collection Support Scheme For Serice Development	Description	Enhanced existing fortnightly co-mingled recycling collection; drove down amount of waste produced per resident; introduced incentivised 'opt-in' weekly food waste collection, + supported weekly residual waste collections.	Constructed a strategic waste facility to process the range of co-mingled recyclable materials collected by partnering authorities, whilst supporting a weekly collection of residual waste.	Supporting weekly residual waste and kitchen waste collections.		
	Amount	£7,104,837	£14,225,000	£600,000		
	No. of Households	86,170	86,170	3,100		

27.16%

32.14%

59.30%

Authority	South Oxfordshire District Council	Rochford District Council	Vale of White Horse District Council	Surrey Heath Borough Council
Authority Type	Collection	Collection	Collection	Collection
Region				
Waste Collection - Frequency & Containers			Fortnightly - Grey wheelie bin	Fortnightly - Grey wheelie bin
Kerbside Recycling Collection - System (Kerbside Sort / Co-mingled) & Frequency			Fortnightly - Mingled green wheelie bin (extra recycling can be left in a clear bag at the side)	Fortnightly - Mingled green wheelie bin (extra recycling can be left in a clear bag at the side). <b>Electricals Carrier bag:</b> small electrical items can be left in a normal carrier bag with recycling collections
Kerbside Recycling Collection - Materials	Refer to details in 'Top Performing 2010.2011' worksheet.	Refer to details in 'Top Performing 2010.2011' worksheet.	Books, Catalogues, Cereal boxes Mixed glass bottles and jars - any colour (and bottle tops) Carrier bags, Aerosols, Foil, Food tins such as takeaway or pie tins, Steel and aluminium food and drink cans, Detergent bottles, Drinks bottles (and tops) Food and drink cartons (Tetra Paks) Food trays, General plastic packaging (e.g. salad bags) Ice cream tubs, Margarine tubs, Plastic plant pots, Plastic milk cartons and bottles, Shampoo bottles, Yoghurt pots, Corrugated cardboard, Envelopes (including envelopes with windows) Greeting cards, Junk mail, Magazines, Newspapers, Phone directories (including the Yellow Pages) Shredded paper, Tissue boxes Toilet roll tubes, Window envelopes, Writing paper	<b>Green Wheelie bin:</b> Aerosols, Aluminium Foil, Cans, Cardboard (waxed/plastic coated) Cardboard boxes, tubes, Cards (birthday/Christmas etc) Cartons (juice, milk etc) Cereal boxes, Catalogues, Detergent/washing power boxes, Directories, Egg Cartons (plastic or cardboard) Envelopes, Foil-lined cartons (TetraPak) Glass bottles/jars, Junk Mail, Magazines, Margarine tubs, Newspapers, Paper bags, Paper (plain) Paper plates, Phone books, Plastic bottles tops can remain on (including PVC) Plastic egg cartons, Plastic containers (includes all polymers and attached film) (includes triangular plastic sandwich boxes) Plastic carrier bags Shredded paper (loose) Telephone directories, Toilet roll tube, Yellow Pages, Yoghurt pots <b>Normal Carrier bag:</b> Alarm clock, Answer phones, Batteries, Battery operated toys, Bedside lamps (remove light bulb) Cables (including computer leads) Calculators, Carbon Monoxide detector, Cassette player, CD player Chargers, Clocks, Convection heater, Dictaphone, Digiboxes, Electric can opener, Electric toothbrushes, Electronic toys, Food mixer/blender, Games consoles, Hair dryers, Hair tongs/straighteners, Hairdryers, Hand held Power tools, Hand held vacuum cleaners, Household batteries (A,AA,AAA, C & D), Irons, Kettles, Laptop, batteries, Mobile phone batteries, Mobile phone charger, Phones, Radio, Remote controls, Sandwich toaster, Shavers, Small DIY tools, Small kitchen appliances, Smoke alarm, Telephones, Toasters, Torch (battery powered) Video recorders
Garden Waste Collection - Frequency & Containers			Fortnightly - Brown Wheelie Bin. (This is an 'opt in' scheme and costs £37 per year)	Monthly - Green Wheelie bin. 'Opt in' Monthly service: 24 Months £89.91 (10% discount). 36 Months – 119.88 (20% discount). (or Pay Monthly 'DD' £4.16)
Food Waste Collection - Frequency & Containers			Weekly - Green Kitchen caddy & mingled brown wheelie bin (compostable liners not provided by council)	Weekly - Silver Kitchen Caddy / green outdoor larger food only bin (compostable liners not provided)

Top Performing Council 2011-12

Authority		South Oxfordshire District Council	Rochford District Council	Vale of White Horse District Council	Surrey Heath Borough Council	
2011/2012	Residual household waste per household (kg/household) (Ex NI191)	Refer to details in 'Top Performing 2010.2011' worksheet.	Refer to details in 'Top Performing 2010.2011' worksheet.	238.01	278.55	
	% of household waste sent for reuse, recycling or composting			Dry	68.7%	65.0%
				Green / Food		
				Total		
	% of municipal waste sent to landfill (Ex NI193)			-	-	
Collected household waste per person (kg) (Ex BVPI 84a)	324	329				

Authority	Authority Type	Region	Waste Collection - Frequency & Containers	Kerbside Recycling Collection - System (Kerbside Sort / Co-mingled) & Frequency	Kerbside Recycling Collection - Materials Collected	Garden Waste Collection - Frequency & Containers	Food Waste Collection - Frequency & Containers
<b>Bath and North East Somerset Council</b>	Unitary	South West	<b>Weekly</b> Black bin bags	<b>Weekly</b> Mingled Green Box / Blue bag	<b>Green box recycling collection</b> – weekly collection for paper, cans and aerosols, plastic packaging (*Plastic pots, tubs, trays and bottles only. glass bottles and jars, foil, textiles including clothes, shoes, towels and sheets, batteries, mobile phones, ink cartridges, spectacles, car batteries, engine oil, small electrical items (from 18/02/13). <b>Blue bag cardboard collection</b> – weekly collection for cardboard, brown paper and drinks cartons (Tetrapaks)	<b>Fortnightly</b> £ 'opt in' scheme - complex charges for wheelie bins. Garden waste sacks £1.50 each but a minimum of 20 sacks must be ordered.	<b>Weekly</b> Black Kitchen caddy and larger outdoor bin
<b>Bedford</b>	Unitary	Eastern	<b>Weekly</b> Black Wheelie bin - Waste sent to MBT plant	<b>Fortnightly</b> Orange lidded mingled wheelie bin	Paper / Cardboard / Cartons / Plastic Bottles & Packaging / Tins & Cans / Aluminium Foil & Trays / Aerosols / Textiles	<b>Fortnightly</b> Green lidded wheelie bin or sacks for properties that can't accommodate	<b>No service</b>
<b>Bury MBC</b>	Collection	North West (Greater Manchester)	<b>Fortnightly</b> Grey Wheelie bin	<b>Monthly</b> Blue bin Green bin	<b>Blue Bin:</b> Glass bottles and jars / plastic bottles / aluminium & steel food and drinks can / empty aerosol cans / aluminium foil <b>Green Bag:</b> Newspapers, magazines and junk mail, Catalogues and phone directories, Paper and shredded paper, Cardboard boxes and packaging, Clean cardboard food packaging, Wrapping paper, greetings cards and envelopes, Cardboard milk and drink cartons.	<b>Fortnightly</b> - Brown bin: food / garden bin	<b>Fortnightly</b> - Brown bin: food / garden bin
<b>Calderdale MBC</b>	Unitary	Yorkshire and Humber	<b>Fortnightly</b> Grey wheelie bin	<b>Weekly</b> Recycling box, green bag for paper, a white sack for plastic bottles	<b>Green box</b> :Any food and drinks cans, Drinks bottles, sauce and food jars and any clear, green, brown or blue glass bottles and containers, <b>White sack:</b> Any plastic bottle which held a liquid, eg Milk bottles, drinks bottles, detergent bottles, cleaning fluid bottles, shampoo bottles. <b>Green bag:</b> Newspapers, magazines, brochures, office paper, junk mail, telephone directories, catalogues, thin card. <b>Unwanted textiles;</b> clothes, blankets, bedding, shoes curtains, etc can be left in a tied plastic carrier bag	<b>No Service</b> Garden waste must be taken by the householder to one of 5 local recycling centres	<b>Weekly</b> - Two food waste caddies (one small 7 litre caddy for indoors and a larger 25 litre caddy for outdoors) provided with compostable liners.
<b>Cheshire East</b>	Unitary	North West	<b>Fortnightly</b> Black Wheelie bin	<b>Fortnightly</b> Mingled Silver wheelie bin	Food tins, Drinks cans, Sweet/biscuit tins, Metal lids Glass bottles, Glass jars, Drinks bottles, Milk/juicebottles, Detergent and fabric conditioner bottles, Cleaning/ bleach bottles and toiletry bottles, Yoghurt pots, Margarine/ice cream tubs, Fruit/vegetable punnets, Cream/custard pots, Plastic trays e.g meat/fish/cake trays, Soup/sauce pots, egg boxes, Plastic cups, All empty plastic bags, carrier bags and film, Newspapers/magazines, Telephone directories Yellow pages, Catalogues/brochures . Junk mail/leaflets, White and coloured office paper, Greetings cards, Envelopes including window type, Wrapping paper and clean paper bags, Shredded paper, Cereal boxes, Ready meal boxes, Corrugated/Thick Cardboard, Egg boxes, Kitchen/toilet roll tubes, Waxed paper coffee/tea cups, Milk/juice/smoothie cartons, Fabric conditioner cartons, Soup/chopped tomatoes cartons, Custard cartons, Clean aluminium foil, Clean foil trays, Hairspray, Deodorant, Shaving foam, Carpet cleaner	<b>Fortnightly</b> Green Wheelie bin	<b>No service</b>
<b>Cheshire West and Chester</b>	Unitary	North West	<b>Fortnightly</b> Black wheelie bin	<b>Weekly</b> Green & Grey Recycle boxes	Plastic bottles (lids may be left on but please squash the bottle first)Household plastic pots, tubs and trays, Food and drinks cans and lids, Aerosols and foilPaper and envelopes (all colours), Cardboard (all colours) Food and drink cartons (eg tetrapaks) Telephone directories and magazines, Glass bottles and jars, Clothes and shoes, Batteries (place car batteries beside the box), Cooking oil and engine oil (in a sealed container), Small electrical items (smaller than a toaster) Spectacles, Empty printer cartridges, Mobile phones	<b>Fortnightly</b> Green Wheelie bin	<b>Weekly</b> - Brown Food bin & Kitchen caddy with compostable liners

Authority	Authority Type	Region	Waste Collection - Frequency & Containers	Kerbside Recycling Collection - System (Kerbside Sort / Co-mingled) & Frequency	Kerbside Recycling Collection - Materials Collected	Garden Waste Collection - Frequency & Containers	Food Waste Collection - Frequency & Containers
City of York Council	Unitary	Yorkshire and Humber	Fortnightly Grey Wheelie bin	Fortnightly Kerbside sorted boxes x3	Magazines and newspapers, Junk mail, Catalogues and brochures, White office paper and shredded paper, Directories and Yellow Pages, Envelopes without windows, All types of flattened cardboard packaging, Greeting and Christmas cards and non-metallic wrapping paper (please remove bows and ribbon) All plastic bottles for example detergent, fizzy drinks, shampoo, yoghurt drinks, toiletry and milk bottles. We can accept all colours, sizes and shapes of plastic bottles along with their lids and tops. Food tins, Drinks cans, Metal biscuit/cake/sweet tins, Empty aerosols All colours and sizes of glass bottles and jars	Fortnightly Green Wheelie bin	No service
Darlington Borough Council	Unitary	North East	Weekly Black Bin bags - Wheelie bins from June 2013	Fortnightly Green Box / Blue bag	Glass in green box, paper and card in blue bag	No Service £ charges £7.60 to collect up to ten bags (treated as bulky waste)	No service
Derby City Council	Unitary	E Midlands	Fortnightly black wheelie bin	Fortnightly Blue bag, Red bag, Orange bag, Blue wheelie bin	Blue Bag: for papers, magazines and junk mail Red bag: Textiles Orange bag: Cardboard Blue wheelie bin: mixed recyclables (glass, cans, plastic, drinks cartons, aerosols)	Fortnightly Brown Wheelie bin	Fortnightly Brown Wheelie bin
Dudley MBC	Unitary	W Midlands	Weekly Black bin bags	Fortnightly 1 mingled Black box	Glass (bottles and jars), cans (food and drinks), newspapers, magazines, junk mail, catalogues, phone directories (including Yellow Pages), printer paper and shredded paper (placed in a sealed envelope; paper bag; or in a piece of crumpled-up newspaper). (no plastic recycling)	Fortnightly Green wheelie bin	No service
Solihull MBC	Unitary	W Midlands	Weekly Grey wheelie bin	Fortnightly Green Box, White Sack, Black box	Green Box: Corrugated card, Newspapers, Directories (including Yellow Pages), Catalogues, Magazines, Junk, mail, Envelopes, Greetings cards, Shredded paper, Cereal boxes, Card tubes (e.g. toilet roll tubes) Card sleeves from food packaging, Tissue boxes, Egg boxes Black box: All glass bottles, Glass jars White Sack: Food trays (e.g. fruit punnets, trays from microwave meals) Food tubs (e.g. margarine, ice cream) Yoghurt pots, Food cans/tins Drinks cans/tins, Metal caps and lids, Aluminium food trays, Plastic milk bottles, Pop bottles, Washing up liquid bottles, Make-up cleanser bottles, Shampoo and conditioner bottles, Household cleaning bottles, Squash bottles	Fortnightly (April to Dec only) Green Wheelie bin	No Service
South Gl'stershire Council	Unitary	South West	Fortnightly Black Wheelie bin	Fortnightly Green box, White bag	Green box: glass bottles and jars, food and drink cans, empty aerosol cans, aluminium foil, clothes and textiles, shoes, car batteries, household batteries, engine oil (in a sealed container (1 gallon max) next to the box) newspapers and magazines, all envelopes white bag: plastic bottles White bag: paper/ cardboard, newspapers and magazines (including those with glossy covers) junk mail and leaflets (taken out of plastic wrappers and envelopes) white office paper, catalogues and brochures (made from paper that doesn't have plastic or metal bindings) Yellow Pages and directories, envelopes with the plastic windows removed	Fortnightly Green Wheelie bin	Weekly 5 litre caddy & 25 litre kerbside food waste bin.
Stockport MBC	Collection	North West	Fortnightly Grey wheelie bin	fortnightly / Monthly Brown Wheelie bin / black box. Blue Wheelie bin / white sack	Brown Wheelie bin or black box: (collected monthly) Glass bottles, Glass jars, Food tins, Drinks cans, Empty aerosols, Plastic bottles, Aluminium foil and foil trays Blue Wheelie bin or white sack (collected fortnightly) Newspapers, Magazines, Junk mail, Catalogues, Envelopes, Shredded paper, Wrapping paper (no foil wrapping paper), All types of cardboard, Telephone directories, Yellow Pages, Greetings cards, Cardboard milk, juice and drink cartons	Fortnightly Green Wheelie bin	Weekly Green Kitchen caddy / green wheelie bin

Authority	Authority Type	Region	Waste Collection - Frequency & Containers	Kerbside Recycling Collection - System (Kerbside Sort / Co-mingled) & Frequency	Kerbside Recycling Collection - Materials Collected	Garden Waste Collection - Frequency & Containers	Food Waste Collection - Frequency & Containers
Swindon Borough Council	Unitary	South West	<b>Fortnightly:</b> wheelie bin <b>Weekly:</b> blue sack <b>(depending on which borough you live in)</b>	<b>Weekly</b> - One mingled orange box <b>Fortnightly</b> - White or clear bag Plastics (bought by resident - not provided by council)	<b>Orange Box:</b> Mixed paper and card, glass, Food and drink cans, Foil, Aerosols , Mixed Textiles and Clothes (placed in a plastic bag) <b>Plastic bag:</b> Plastic bottles, Margarine tubs, Ice cream tubs, Yoghurt pots, Plastic bags, Cling film and other plastic food wrapping film, Biscuit trays, Cake trays, Meat trays, Fruit and vegetable trays , Plastic take-away tubs	<b>Fortnightly £</b> residents must use green waste bags bought from anywhere and they must be tied not open - bags not provided by the council	<b>No service</b>
Trafford MBC	Collection	North West	<b>Weekly</b> Grey Wheelie bin	<b>Monthly</b> Mingled Blue wheelie bin	Paper, Newspapers, Magazines, Pamphlets, Junk mail, Catalogues, Brochures, Telephone directories, Envelopes, Card/Cardboard, Drinks cartons, Yellow Pages, Wrapping paper, Greetings cards, Paperback and hardback books (plastic covers removed)	<b>Fortnightly</b> Green Wheelie bin	<b>Fortnightly</b> Green Wheelie bin Mingled in with green waste: (kitchen caddy and compostable liners are not provided though - residents are given advice on what / where to buy)
Warrington Borough Council	Unitary	North West	<b>Weekly</b> Grey wheelie bin	<b>fortnightly</b> Mingled Blue Wheelie bin	Plastic yoghurt pots, margarine tubs and plastic cups, Plastic food trays - clean, Shredded paper, Tetra Pak & drinks cartons, Tin foil and foil trays - clean, Aerosols - empty, Steel / aluminium cans and tins, Cardboard boxes and packaging , Glass bottles and jars (all colours) Newspapers, magazines, envelopes, junk mail, Plastic bottles - juice, water, milk bottles, also shampoo and household cleaner plastic bottles, Yellow Pages, Christmas cards	<b>Fortnightly</b> Green Wheelie bin (Only collected between 5th feb - 30th Nov)	<b>No service</b>
			7/ 16 coll weekly	7/ 16 Mingle recycling		12/ 16 Run a free fortnightly service	08/ 16 Run a food waste service
			9/ 16 coll Fortnightly	9/ 16 Use seperate boxes		02/ 16 Run a fortnightly / charged for service	03/ 08 combine with green waste and collect
			3/ 16 still use bin bags	3/ 16 coll weekly		01/ 16 Treats green waste as bulky waste (one off)	05/ 08 Use kitchen caddy sytem and collect
			13/ 16 use wheelie bins	9/ 16 coll fortnightly		01 / 16 Runs no service at all (must be taken to local sites)	
				2/ 16 coll weekly & fortnightly		02/12 free services' do not run in winter	
				2/ 16 collect monthly only			

Authority	2010/2011			Weekly Collection Support Scheme For Service Development			2011/2012					
	% of household waste sent for reuse, recycling or composting (Ex NI192)						Residual household waste per household (kg/household) (Ex NI191)	% of household waste sent for reuse, recycling or composting (Ex NI192)			% of municipal waste sent to landfill (Ex NI193)	Collected household waste per person (kg) (Ex BVPI 84a)
	Dry	Green / Food	Total	Description	Amount	No. of Households		Dry	Green / Food	Total		
<b>Bath and North East Somerset Council</b>	29.04%	16.86%	45.90%	Supporting weekly residual waste and recycling collections, whilst rewarding environmental improvements in communities and increasing recycling levels.	£2,185,082	73,993	467.62	29.96%	22.06%	52.02%	39.80%	416
<b>Bedford</b>	22.34%	16.73%	39.07%	Supporting weekly residual waste collections whilst encouraging residents to recycle more, for example through	£3,137,983	67,690	662.24	22.17%	15.97%	38.14%	53.19%	450
<b>Bury MBC</b>	15.88%	8.38%	24.26%	N/A			538.92	19.46%	16.84%	36.30%	-	376
<b>Calderdale MBC</b>	24.80%	16.27%	41.07%	N/A			465.82	27.85%	15.85%	43.70%	49.15%	380
<b>Cheshire East</b>	25.47%	23.29%	48.76%	N/A			505.87	28.11%	24.52%	52.63%	43.53%	487
<b>Cheshire West and Chester</b>	25.06%	22.66%	47.72%	N/A			551.18	26.19%	23.03%	49.22%	48.21%	491

Authority	2010/2011			Weekly Collection Support Scheme For Service Development			2011/2012					
	% of household waste sent for reuse, recycling or composting (Ex NI192)						Residual household waste per household (kg/household) (Ex NI191)	% of household waste sent for reuse, recycling or composting (Ex NI192)			% of municipal waste sent to landfill (Ex NI193)	Collected household waste per person (kg) (Ex BVPI 84a)
	Dry	Green / Food	Total	Description	Amount	No. of Households		Dry	Green / Food	Total		
City of York Council	26.44%	18.45%	44.89%	N/A			563.75	27.08%	19.16%	46.24%	52.92%	443
Darlington Borough Council	34.08%	7.70%	41.78%	N/A			540.59	36.94%	7.76%	44.70%	38.39%	469
Derby City Council	22.03%	25.31%	47.34%	N/A	N/A	N/A	517.81	21.58%	24.69%	46.27%	49.84%	417
Dudley MBC	16.65%	17.67%	34.32%	Introduced plastic bottles and cardboard recycling, a free-of-charge recycling collection for schools, and a recycling rewards scheme, whilst supporting weekly residual waste collections.	£1,807,792	134,500	574.95	17.35%	17.75%	35.10%	9.12%	387
Solihull MBC	23.12%	21.25%	44.37%	Supporting a weekly residual waste collection and moving from a fortnightly kerbside sort to a fortnightly co-mingled collection for recyclable materials. This will expand the range of recycling collected and reduce the number of receptacles needed for householders.	£2,959,038	88,790	551.92	27.14%	18.94%	46.08%	8.11%	441
South Gloucestershire Council	23.66%	21.48%	45.14%	N/A			520.07	27.18%	26.15%	53.33%	25.97%	461
Stockport MBC	27.35%	21.97%	49.32%	N/A			300.73	27.37%	35.24%	62.61%	-	356

Authority	2010/2011			Weekly Collection Support Scheme For Service Development			2011/2012					
	% of household waste sent for reuse, recycling or composting (Ex NI192)						Residual household waste per household (kg/household) (Ex NI191)	% of household waste sent for reuse, recycling or composting (Ex NI192)			% of municipal waste sent to landfill (Ex NI193)	Collected household waste per person (kg) (Ex BVPI 84a)
	Dry	Green / Food	Total	Description	Amount	No. of Households		Dry	Green / Food	Total		
<b>Swindon Borough Council</b>	32.69%	17.01%	49.70%				477.87	33.33%	14.90%	48.23%	52.11%	416
<b>Trafford MBC</b>	25.98%	14.81%	40.79%	Supporting a weekly residual waste collection and increased frequency of food/garden waste collections from fortnightly to weekly for all properties in the borough. Introduced service into flats / terraced properties).	£6,386,244	96,750	440.35	26.43%	22.77%	49.20%	-	386
<b>Warrington Borough Council</b>	23.55%	19.14%	42.69%		N/A		589.22	24.22%	18.90%	43.12%	53.45%	464

# Choosing the right recycling collection system



**WRAP's role in relation to the design of recycling systems is to help practitioners by gathering and sharing knowledge and understanding about the relevant operational principles. This leaflet addresses a question which WRAP (Waste & Resources Action Programme) is often asked: which collection system is the best, in particular whether kerbside sort systems or co-mingled collections are to be preferred?**

There is no simple answer, and certainly no one-size-fits-all solution. Local authorities have to make choices that are right for their local circumstances. Provision for recycling needs to be considered alongside requirements for refuse, garden and increasingly food waste and taking account of factors such as the physical characteristics of collection areas and property types.

Recognising that experience and knowledge is increasing all the time WRAP has identified some underlying principles which we believe should guide decision making.

## **Kerbside collection systems**

**Kerbside sort** – involves the sorting of materials at kerbside into different compartments of a specialist collection vehicle.

**Single stream co-mingled** – involves the collection of materials in a single compartment vehicle with the sorting of these materials occurring at a MRF (Materials Recovery Facility).

**Two stream co-mingled** – residents are provided with two recycling containers and are asked to place different materials in each container, typically paper/card (fibre) in one and plastics, glass and cans (containers) in the other. These materials are kept separate but collected on one vehicle which has two chambers.

In WRAP's view, the choice of collection system should be based on:

- quality of material;
- cost efficiency;
- cost effectiveness; and
- public acceptability.

Whichever system local authorities choose they have a duty to ensure that it is operated safely. The collection of materials for recycling is a physically demanding activity carried out in a hazardous environment. In respect of the principle categories of accidents reported – slips, trips and falls and moving vehicle injuries – the exposure to risk is likely to be similar for all systems. There are some risk categories where there are differences between the systems but no system is believed to carry risks which cannot be practically managed.

### Health & safety

In 2006 an ergonomic study by the Health and Safety Laboratory (HSL/2006/25) concluded that the likelihood of muscular skeletal disorders could be greater for box and sack based systems and recommended the use of wheeled bins. A later report from Centre for Health and Environment Research and Expertise (*A Health and Safety Study of Kerbside Recycling Schemes Using Boxes and Bags*) concluded that there were no significant risks in kerbside sort systems that could not be managed or controlled. For co-mingled collections there are the safety implications of sorting materials at MRFs to take into account when making decisions. In making decisions authorities can consult the latest HSE/WISH guidance: *Safe Waste and Recycling Collection Services* and may also wish to use the *Risk Comparator Tool (RSU/RA/07/01)* on the HSE website.

### Quality

Recycling has to be done for a purpose and it is clear from the national waste strategies that recycling should be viewed as more than simply an alternative to traditional waste disposal practices.

Recycling is an integral part of the vision for the UK's Low Carbon Industrial Strategy designed to bring financial benefits for business, economic growth and job creation through improved resource efficiency. Recycling reduces the use of virgin materials and much of the energy required to extract and process raw materials.



Generally the greatest benefit is achieved by closed loop recycling where materials are put back into the same or equivalent application substituting for virgin materials. These benefits can only be achieved if the collection system delivers recyclates of sufficient quality.

Lower quality recyclates can generally only be used for lower value open loop applications. One example is container glass that has to be used as aggregate with little environmental, resource or financial benefit because it is not of a quality suitable for re-melt applications.

### What is quality?

Quality means consistently delivering materials to the market place that are:

- effectively separated to meet reprocessor and end market requirements;
- in the required volumes and with security of supply; and
- at a price that sustains the market.

It is well known that the UK has become very dependent on export markets for its collected recyclates. It is less well known that in key areas e.g. paper, aluminium and certain types of glass, UK reprocessors are importing materials because sufficient material of the required quality is not available on the UK market.

WRAP believes that a healthy international market for recyclates is helpful to resource efficiency and increases the chances of closed loop recycling. However, we know that some material, which would not be of sufficient quality for UK reprocessors, finds export markets in countries where low labour costs allow further sorting before the material can be reprocessed. Where this is managed badly, media coverage of the activity has posed a significant threat to the positive perception of recycling among the public and is one of the identified barriers to recycling.

WRAP has maintained for more than two years now that kerbside sort systems which allow contamination to be filtered out at the point of collection gives the most reliable stream of quality materials.

Co-mingled collections – particularly single stream collections – face quality problems from three sources: householders putting the ‘wrong’ materials into the collection, compaction of the waste which breaks glass into small pieces and tends to bind materials together, and the technical and physical capacity of the MRF to separate materials in the volumes delivered to them.

Two stream co-mingled collections can reduce some of these problems by keeping fibres separate from containers and reducing the potential for materials to bind together.

WRAP is working with MRF operators to improve the quality of materials recovered by UK MRFs. Whilst it is true that considerable success is being achieved by some newer MRFs, even they are unable to deliver the levels of quality achieved by kerbside sort systems.



**MRF reject rates**

Reject rates for kerbside sort schemes typically are <1%.

Reports of MRF reject rates vary:

- The Environment Agency (2008) considers **10.8%** to be a typical average reject rate.
- Waste Data Flow 2007/08 reports total MRF rejects at **7%** (of total input by weight).
- Residue rates at MRFs involved in a WRAP study (2006) ranged widely with average reject rates in the range **12% to 15%** (of total input by weight) and those for the most efficient MRFs in the range **2% to 5%**.

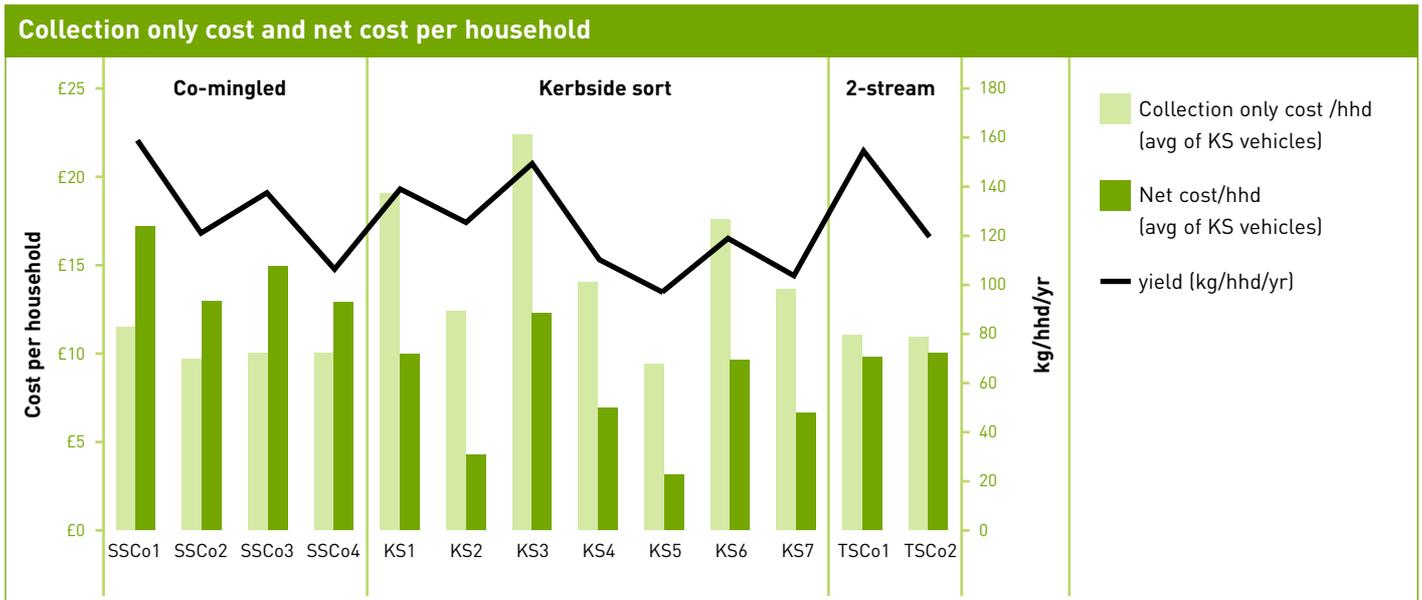
However, these reject rates reflect only the residual material sent for disposal. Reports from UK reprocessors suggest that they send a further fraction to landfill reflecting contaminants in the material supplied to them.

**Cost efficiency**

Local authorities are rightly concerned about the cost to the council taxpayer of recycling services. But it is important in comparing options that the full cost of the service should be taken into account and options are compared on a like for like basis. Kerbside sort collections often appear more expensive but the comparison should be made with co-mingled collections plus the cost of the MRF gate fee.

WRAP has modelled collection costs for different systems and the results are summarised in the graph below.

The graph shows that on a like for like basis kerbside sort systems have lower net costs than co-mingled systems. This reflects the effect of MRF gate fees and the opportunity for kerbside sort collections to sell materials direct to reprocessors. Two stream co-mingled systems have lower net costs than single stream systems reflecting lower MRF requirements and the opportunity to sell fibre streams direct to reprocessors.





In practice the prices charged for services will not be the same as the modelled cost. The differences will reflect the appropriateness of the system specification and the effectiveness of the procurement process. The modelled costs, however, provide a better benchmark than the cost of an existing service which may be inefficient or less effective than what is now desired.

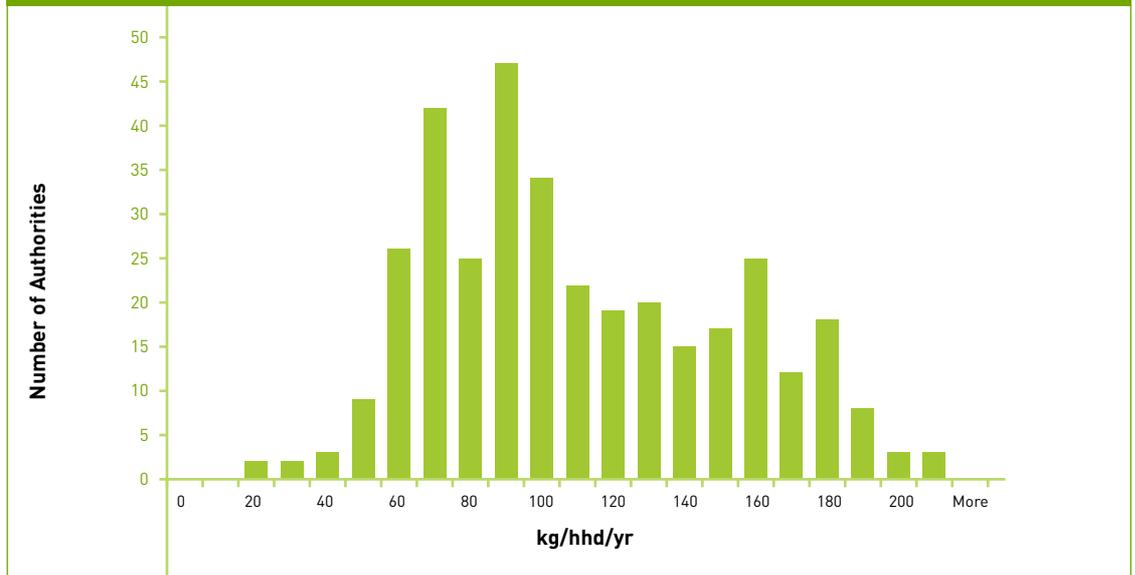
### Cost effectiveness

There have been significant investments made by local authorities in recycling systems, however they are not all performing as well as they should in capturing recyclable materials. It is widely perceived that co-mingled collections are more effective at capturing material than kerbside sort schemes. A number of local authorities have reported that their recycling rates have increased dramatically following introduction of a co-mingled system. On the surface, WRAP's analysis of local authorities' WasteDataFlow returns suggests that on average co-mingled collections do attract around 36kg per household more material – most of which is paper and card. But these figures make no allowance for rejects from either the MRF or the reprocessor of wrongly sorted material.

However, local authority experiences of increased capture rates with co-mingled systems often reflect the contrast between kerbside sort systems using standard 55 litre boxes and co-mingled collections using 240 litre wheeled bins. Closer inspection of the data suggests that it is the amount of space provided for recycling and the frequency of collection of both recycling and residual waste which determines the amount of material collected. There is evidence that by providing additional containers or by more frequent collections, kerbside sort schemes can have the same effective volume for recyclates as co-mingled collections and achieve similar results.

In fact variations in the capture of materials are greater between authorities running the same types of collection than between different collection systems. This reflects a need for greater attention to performance benchmarking.

### Distribution of yields for paper & card collected for recycling via kerbside schemes, England 2007/08 (352 of 354 LAs collect this material)



#### Public acceptability

Engaging the public in their local recycling scheme has been shown to be essential to the success of a scheme. Whichever scheme is chosen it is important that it is designed to fit the needs of the local population and the houses they live in. The type and sizes of containers can be central to this.



#### Separating materials

All collection systems require residents to separate their recyclables from their residual waste and place each in a designated container (box, bin or sack) and to present the container for collection on the specified collection day. Some kerbside sort and co-mingled schemes provide residents with more than one container and ask that people put different materials into each container for collection on the same day or on alternate weeks. Contrary to perception, WRAP's research indicates that the requirement to sort materials into different containers is not of great concern to householders – 87% of respondents who have to separate out different materials indicated that they do not mind that task – and all systems can be designed to limit the amount of sorting done by householders.

Householders do care about having a scheme which is understandable and properly explained. Half of households say they withhold material which may be recyclable if they are not sure about it and a third say they include material which may not be recyclable if they think it ought to be recyclable or is recycled elsewhere. Kerbside sort schemes are better able to deal with contaminants and explain errors to householders.

Householders also say that they want to know where their materials go for reprocessing to give them assurance that recycling is actually taking place. This is something which should be possible with any collection system but where marketing of the material is managed by a waste company or MRF operator provision for this should be included in contracts.

### Conclusion

Ultimately, the choice of collection system remains a matter for local authorities to decide. The purpose of this leaflet is to help local authorities in making these choices by indicating what evidence is available and the conclusions we have drawn from it.

On the evidence available to WRAP, our view is that kerbside sort systems offer reliable material quality and lower net costs for council taxpayers. They are also capable of capturing the same volume of material as co-mingled schemes. There is no evidence that their operation – properly explained and justified – is unacceptable to householders and the physical evidence of sorting of materials happening at the kerbside is reassuring to sceptical residents. There appear to be no unmanageable health and safety considerations. Because of our priority for quality materials as a way to improve resource efficiency, WRAP believes that kerbside sort collections should be preferred where they are practical and should be in the majority of local authority areas.

Where there are practical and operational barriers to kerbside sorting, two stream co-mingled collections have significant advantages over single stream collections, mainly through improved material quality and value as a result of keeping paper and card separate from other materials, particularly glass.

Single stream co-mingled collections may be appropriate in circumstances where the other options are impractical. These might be the densest urban areas where on-street parking and heavy traffic require fast loading without the need to return containers to the point of collection or for high density flats, transient areas and multi-occupied properties.

WRAP will of course continue to work to improve the quality of materials achieved from mechanical sorting for both single and two stream collections.

If you have any comments on the content of this leaflet, or ideas for areas of further work, please contact us at [LGS@wrap.org.uk](mailto:LGS@wrap.org.uk)

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## Summary of Customer Insight Case Study

### Carried out Summer 2010 by Southampton City Council & Partners

The project used customer insight to tackle waste management & recycling issues, as well as collaboration between practitioners in those two areas.

#### Project Objective

By developing insight into and understanding of residents' behaviour with regard to recycling, the partners hoped to remove the barriers and issues that residents experience. Specifically, the insight enabled a more direct targeting of customers who did not recycle or who contaminated their bins, thereby reducing the need for more generic campaigns.

The insight also helped shape more relevant and accessible communication, both in terms of methods of contact, and the content of the message.

#### Project Outcomes

- **Household waste:** Between April 2010 and April 2012, household waste sent for disposal was reduced by 18%, or 17,000 tonnes.
- **Waste disposal:** By reducing household waste by 9,426 tonnes between 2010 and 2011, and by a further 7,154 the following year, the partners saved a total of £546,708 and £486,472 respectively each year in waste disposal costs.
- **CO<sub>2</sub> Emissions** reduced by 2,272 tonnes, vastly exceeding the projects original target of 150 tonnes.
- **Contamination of recycling** reduced by 3 – 5%

#### Project Method

The project proceeded through the following steps and phases:

- Socio demographic profiling
- Focus groups with users
- A 'Behaviour change' campaign
- Monitoring and evaluation.

##### 1. Socio Demographic Profiling

The project combined a customised set of socio-demographic profiles that had been developed based on Mosaic UK<sup>1</sup> with existing waste management data, and was cross-referenced with information concerning environmental behaviour.

The analysis indicated the specific geographical areas of each authority that most needed to improve recycling, and highlighted customer segments that were strong recyclers versus poor recyclers.

The project also cross-referenced their existing social demographic profiles against Experian's 'Green Segments'<sup>2</sup>, which classifies every UK individual and household into ten distinct groups according to both attitude to, and understanding of the environment and climate change. Each segment is mapped at individual, household and postcode level.

The Ten Green Segments are:

- i. Eco-evangelists (people most likely to support 'green' causes and who believe in the power of consumer action to make a difference to climate change)
- ii. Convinced consumers
- iii. Green but doubtful
- iv. Confused but well-behaved
- v. Doing their best
- vi. Sceptical libertarians
- vii. Too busy to change
- viii. Why should I bother?
- ix. Constrained by price
- x. Wasteful and unconvinced (people who have no interest in changing lifestyles and are more wasteful as a result).

As part of the project, the percentage of each of the socio demographic profiles was identified against their attitudinal traits.

Decisions regarding where to focus the behaviour change campaign were based on the population volumes of each group and the propensity of each group to change its behaviour.

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<sup>1</sup> A unique consumer classification based on in-depth demographic data – see [www.experian.co.uk/business-strategies/mosaic-uk.html](http://www.experian.co.uk/business-strategies/mosaic-uk.html)

<sup>2</sup> Originally developed in collaboration with the Stockholm Environment Institute and available as part of Experian's 'Green Aware' product.

Based on an analysis of the cross-referencing, it was concluded that socio demographic groups with a high number of residents in the Green Segmentation described as 'Eco-Evangelists' (characteristic of profiles such as C 'Wealthy people in the most sought after neighbourhood' and D 'Successful professionals') were already likely to be conscientious recyclers and thus were not targeted by the campaigns.

It was also concluded that those groups described as 'Wasteful and unconvinced' or 'Constrained by Price' were unlikely to be receptive to the Partnership's message. These included the groups:

- Lower income workers in urban terraces.
- Young people renting flats in high demand social housing.
- Families in low rise social housing with high levels of benefit need.

The campaigning resources were therefore focused on low to medium recyclers described in the Green Segmentation as:

- green but doubtful – despite being well informed they remain unconvinced about green issues, although they are surprisingly responsible with their behaviours.
- confused but well behaved – these have an extreme concern for climate change and are willing to demonstrate green behaviours, but are held back by a lack of information.
- doing their best – these are concerned about environmental issues despite a lack of information.

Socio-demographic profiling also indicated the various customer segments' preferred communication channels for interacting with local public services (see table shown at Annex B1). The project also mapped the socio-demographic profile to the waste and recycling collection day routes in order to facilitate a face-to-face campaign (see 'Doorstepping' below).

## **2. Focus Groups**

The project used focus groups to explore and understand the experiences, motivations and requirements of the target population. The focus groups comprised 8 to 12 people. Five group sessions were held. Each lasted for up to an hour and a half and was led by a trained facilitator using a topic guide.

Participants were recruited based on mosaic segmentation and invited by post to attend the groups. To supplement the numbers recruited in this way,

Southampton City Council deployed officers to local shopping precincts with the aim of recruiting residents directly.

Focus groups followed the following structure:

- An introductory discussion of participants' perspectives on waste and recycling
- A brief discussion on participants' motivations and barriers to recycling
- An open discussion based on the 'Twin Bin Game', whereby the facilitator held up a selection of materials with the group having to decide which items could be recycled and which could not
- Participants were then invited to offer feedback on the council's current approach to communication
- Participants were also invited to volunteer ideas on how the council could help them to recycle more effectively, e.g. would incentives make a difference?
- The closing exercise was a roundtable discussion where participants were posed the question "If you could give the council one message regarding waste and/or recycling, what would it be?"

## **Focus Groups Findings**

### Recycling Knowledge

During each session, participants' knowledge of recycling was tested and themes emerging from the sessions were compared.

### Motivations & Barriers to Recycling

Social conditioning, convenience and information were felt to be the biggest drivers to recycling, with the absence of the latter two constituting a significant de-motivating factor. Participants were more likely to recycle if they both understood the rationale for doing so and if the process could be undertaken, without making a specific effort.

Parents attending felt that their children provided the main motivator for them to recycle. Having learnt about recycling at school, they brought their knowledge and enthusiasm home with them.

Lack of information was also seen as a significant barrier to good recycling habits. When information was displayed in close proximity to sites where waste was sorted, residents would be more likely not only to recycle but also to recycle the correct things.

### Effective Communication

Having considered a range of communication materials, participants concluded that the most effective aide memoir tools were those that could be displayed conveniently, referred to easily and absorbed quickly. For this reason, fridge magnets were by far the preferred option (being both durable and straightforward to display) followed by flyers which advertised their message on one side only (the other being out of view if/when pinned up). Stickers displayed on bins were seen as another good example of an effective method of delivering a message both quickly and clearly.

Participants felt that the Council produced too many leaflets that essentially displayed the same or similar messages. What they actually wanted was one or two durable items that contained key points. They felt pictures worked best, as they could be understood by everyone (including young children and residents who speak little English) and their message is easily relayed via only a quick glance. Long, wordy leaflets, whilst useful in communicating the rationale and practicalities behind recycling, were of no value as a quick reference guide. It was felt that most people would not take the time to read them.

One of the findings that came out of the focus groups was that residents in Southampton who lived in flats did not like the blue bag that they were provided with for recycling. Respondents in the focus groups commented that the blue bag looked tacky, and had a tendency to tip over. "If you're very proud of your kitchen, you don't want some old tacky bag stuck in the corner!" As a result, Southampton City Council now offers a more aesthetically pleasing bag that more reliably stands upright.

The student focus group also remarked that flyers posted through the door tended to get lost within a pile of junk mail and therefore ignored. They suggested communication materials placed in an envelope, branded with the Council logo, would be more likely to actually receive their attention, and make them take note.

All the groups also felt that there should be more consideration of when communication is undertaken – with once or twice a year being the stated preference. For example, the Christmas period was viewed by residents as a profitable time, as people are creating more waste. Similarly the early autumn term for students, preferably at a juncture when they are already aware of local 'rules', but not so early that the message gets lost amongst a wider barrage of information.

### **3. Behaviour Change Campaigns**

### Communications Strategy

The socio-demographic analysis and focus groups helped Southampton City Council and partners to develop a rich understanding of current behaviours and barriers, and shaped the messages and tactics for a communications campaign.

Based on these insights a communication strategy was developed which focused on specific groups (summarised in the table shown in Annex B2). A mix of different media including a radio campaign, and a number of door-stepping campaigns focused on specific groups, was used in order to encourage an increase in recycling.

### Radio & Mail

Southampton ran a radio advertising campaign to promote recycling, and undertook a direct mail campaign to 31,000 households, using mosaic analysis. The campaign focused on residents who did recycle but who were classified as confused or doubtful regarding some aspects of it. These residents were known to be more receptive to information received by post. The direct mail was a letter, with recycling information carried on the back.

### Doorstepping

A number of 'doorstepping' campaigns were carried out. These were based on a consideration of the mosaic profile at postcode level - and what these profiles indicated in terms of residents preferred communication channels - namely information by face to face contact – coupled with the mapping of social demographic data to the waste and recycling collection routes.

The Recycling Advisors (Council Officers) attended a doorstepper training day and were given an induction and health and safety briefing. The advisors were given the rounds list, area map and told which roads were to receive a leaflet and which were to be directly spoken to but were left to work out their own route to minimise officer time spent on the project.

The doorsteppers spoke directly to up to 30 per cent of residents in the target group – largely through knocking on people's doors. This provided an opportunity for advisors to explain more fully what recycling means and to emphasise the importance of keeping residual waste out of recycling bins. By splitting roads according to location reference, doorsteppers did not spend time visiting properties that were unlikely to respond to door stepping tactics.

The Advisors were made aware of specific issues in the target area but were not given a script. This allowed the advisors to tackle the most common issues but also gave the residents a chance to steer the conversation in

another direction if they needed to. The Advisors recorded comments and complaints from each household to be analysed for commonalities.

177 streets across the city were targeted and 8,850 households visited and took approximately 120 staff hours to complete, including travel and reporting time. The hours worked were also flexible to allow for poor weather and other commitments. They were therefore able to work 4 hours on one day but 6 hours on another so they made up for the time, as long as both agreed to it. This led to good morale in the advisors and the success rate did not seem to change from one time of day to another.

### Feedback from the Doorstepping Campaigns

The doorsteppers provided the following feedback on what residents identified as the key issues:

- Mixed plastics is the key issue (plastic packaging) – people feel that plastic is plastic
- People are confused when items state on their packaging that they can be recycled, when in fact they can't e.g. tetrapaks. This confusion is compounded by awareness that other areas recycle a wider range of materials e.g. mixed plastics Messages about what can/can't be recycled and why are quite technical/in-depth in nature – It was found however that residents do want to know exactly why things cannot be recycled On the whole people are receptive to the recycling message and do wish to do the right thing
- Residents were very keen to see glass recycling collections, particularly as a number of glass banks have been removed. Collections would also assist residents without a car who find this a major barrier to the recycling of glass
- Glass and textiles in recycling bins was not really found to be a problem
- There were some misconceptions/mistrust regarding what happens to recycling and a belief amongst some that it all ends up being incinerated or dumped 'in the sea'. We were able to disprove/allay these fears.

Following the doorstepping, SCC conducted a small visual audit of seven roads to check how messages had been received from face to face contact and the information left with residents. Out of 68 properties visited, 20 households had continued to contaminate their recycling bin. However, the remaining households (71%) had made changes to their recycling behaviours. Although this is a small sample, it did appear that the strategy had proved successful.

### Calling Card Campaign

## YOUR RECYCLING BIN



✓ YES PLEASE

paper	cardboard	food tins, drink cans & aerosols	plastic bottles

Please place your recycling clean and loose in the bin provided – no carrier bags or black sacks.

✗ NO THANKS

plastic packaging	shredded paper	gift wrap	drinks cartons

Recycle for Gosport

For more information, please call the Streetscene team on 08000 198 598 or visit [www.gosport.gov.uk/recycling](http://www.gosport.gov.uk/recycling)

## Recycling - let's get it sorted!

Hello,

We called today to talk to you about recycling. We know recycling can seem confusing but it's really important that you put the right things in your recycling bin. Sorting out the wrong items wastes time and money and can sometimes prevent the right things from being recycled.

We've produced a handy guide explaining what to put in your recycling bin on the back of this card which we hope you'll find useful.

Did you know it takes just 7 days to recycle your old newspaper into a new one!



Gosport currently recycles nearly 26% of household waste, and with your help, we know we can do more!

Recycle for Gosport

For more information, please call the Streetscene team on 08000 198 598 or visit [www.gosport.gov.uk/recycling](http://www.gosport.gov.uk/recycling)

The roads targeted were based on mosaic analysis and the key focus was medium recyclers whose preferred communication channel was 'face to face'. The mosaic segments used were 1, 2 & 3. These were:

- financially secure older couples living in owner occupied properties
- elderly singles with low mobility, reliant on public services for support
- low income older couples approaching retirement, living in low rise council housing.

The project found the main contamination items to be carrier bags and plastic packaging such as pots, tubs, trays and wrappers. Each interaction was recorded and all properties in 155 roads were visited if they had contaminated recycling bins. Contamination was defined as incorrect materials being placed in the recycling bins, e.g. bags of rubbish, plastic bags, glass, textiles, wood, 'wrong' plastics etc.

Where residents were at home, the team spoke to them about the 'wrong' items in their recycling bin. This was recorded and information cards were left at the property (a recycling card). In cases where residents were not available, the type of contamination was again noted and a recycling card put through the door, with the appropriate 'wrong' item circled on the card. A sticker was also placed on contaminated bins, which highlighted that plastic bags and sacks should not be placed in recycling bins.

### Schools recycling pack

Given the potential role of 'Pester Power' in influencing the behaviour of some of the target segments – particularly families with young children, SCC created a recycling pack comprising teachers notes, an interactive presentation, postcards and a recycling letter given to children to take home to their parents explaining what they had learnt.

### Postcards

This was another idea generated by the focus groups, aimed to act as a reminder of what could and couldn't be recycled– highlighting aerosols, cans and plastic bags. On the reverse was an explanation of what happens to recycling – again focusing on the main messages from the focus groups.

### Fridge magnets

5000 'reminder' A6 fridge magnets were provided during October as students moved into new properties. These highlighted what could and couldn't be recycled along with collection day information. These could also be useful for low recyclers who are confused about recycling collection days. This tactic was requested by green credentials focus groups as a good reminder – for keeping the issue at the top of their mind.

### Guide to Recycling for Students

One of the findings of the focus groups was that students were already inundated with leaflets from pubs, clubs and takeaways - and consequently a leaflet from the Council would be highly likely be lost or ignored. A number of student attendees to the focus groups highlighted that if relevant information was presented in the form of a mini guidebook and enclosed in an envelope it would be much more likely to be looked at and read.

Southampton Solent University produced the guide which can be viewed at:

<http://portal.solent.ac.uk/support/policies-andprocedures/student-handbook/resources/student-survival-guide-2011.pdf>

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**Table of Key Characteristics of Relevant Mosaic Groups & Their Communication Preferences**

Mosaic Groups	Characteristics		Communication Preferences
<p>Group B Residents of small and mid-sized towns with strong local roots</p>	<ul style="list-style-type: none"> <li>* Strong roots</li> <li>* Lower incomes</li> <li>* Varying ages</li> <li>* Home improvement</li> <li>* Mixed housing</li> </ul> <p>They are aware of green issues but are generally sceptical and do not go out of their way to reduce their environmental impact.</p>	<ul style="list-style-type: none"> <li>* Small towns</li> <li>* Traditional</li> <li>* Mid-market papers</li> <li>* Grandchildren</li> </ul>	<p>Prefer:</p> <ul style="list-style-type: none"> <li>* Face to face</li> <li>* Local newspapers</li> <li>* Magazines</li> </ul> <p>Dislike:</p> <ul style="list-style-type: none"> <li>* National newspapers</li> <li>* SMS text</li> </ul>
<p>Group D Successful professionals living in suburban or semi-rural homes</p>	<ul style="list-style-type: none"> <li>* Suburban or semi-rural</li> <li>* Executives and managers</li> <li>* Small businesses</li> <li>* Senior positions</li> <li>* Significant equity</li> </ul> <p>Despite being aware of environmental issues, this group aren't convinced about the influence of man and continue to live as their income allows.</p>	<ul style="list-style-type: none"> <li>* Married with children</li> <li>* Good education</li> <li>* Theatre / arts</li> <li>* Car ownership</li> </ul>	<p>Prefer:</p> <ul style="list-style-type: none"> <li>* Telephone</li> <li>* Internet</li> <li>* Post</li> <li>* Magazines</li> </ul> <p>Dislike:</p> <ul style="list-style-type: none"> <li>* Face to Face</li> <li>* Local newspapers</li> <li>* National newspapers</li> </ul>
<p>Group K Residents with sufficient incomes in right-to-buy social housing</p>	<ul style="list-style-type: none"> <li>* Council tenants</li> <li>* Right to buy</li> <li>* Comfortable lifestyles</li> <li>* Few qualifications</li> <li>* Hard workers</li> </ul> <p>Though not well-informed about green issues, this group tends to live a more eco-friendly lifestyle through financial constraint.</p>	<ul style="list-style-type: none"> <li>* Self reliant</li> <li>* Little anti-social behaviour</li> <li>* Value for money</li> <li>* Catalogue mail order</li> </ul>	<p>Prefers:</p> <ul style="list-style-type: none"> <li>* Face to face</li> <li>* Local newspapers</li> <li>* SMS text</li> </ul> <p>Dislikes:</p> <ul style="list-style-type: none"> <li>* Post</li> <li>* Magazines</li> <li>* Mobile phone</li> </ul>

Mosaic Groups	Characteristics	Communication Preferences
<p>Group M Elderly people reliant on state support</p>	<ul style="list-style-type: none"> <li>* Older people</li> <li>* Retired</li> <li>* Public rented</li> <li>* Nursing homes</li> <li>* Grandchildren</li> </ul> <p>Generally unaware of green issues, these residents have little environmental impact through financial and physical constraints.</p>	<p>Prefer:</p> <ul style="list-style-type: none"> <li>* Face to face</li> <li>* Local newspapers</li> <li>* National newspapers</li> </ul> <p>Dislikes:</p> <ul style="list-style-type: none"> <li>* Internet</li> <li>* Telephone</li> <li>* Mobile phone* Post</li> <li>* SMS text</li> </ul>

<b>Who</b>	<b>Message</b>	<b>Tactic</b>
<p><b>Low recyclers (LR)</b> Motivate &amp; educate, make recycling easy to increase recycling rates</p>	<p>Simple motivating messages How to recycle What can and can't be recycled What happens to recyclables Highlight common excuses why people do not recycle, and the solution</p>	<p>PR: street rubbish challenge Recycling bags Fridge magnets Wave 105 promotion App</p>
<p><b>Medium recyclers (MR)</b> Encourage those already motivated to recycle, to recycle more, and to improve quality i.e. to decrease contamination</p>	<p>More complex message. Aerosols can now be recycled Plastic bottles only Glass to recycling bank "Please place your recycling clean and loose in the blue lidded bin" Textiles No Tetra packs Other types of recycling - Waste Electrical and Electronic Equipment.</p>	<p>DM pack to mosaic groups (see above) Press release and sell in to all local print and broadcast media. Postcard – what to recycle</p>
<p><b>Future recyclers (FR)</b> Primary &amp; Secondary Schools 'Pester power' (81 schools)</p>	<p>Benefits of recycling What can and can't be recycled What happens to recyclables</p>	<p>Cardboard cut-outs of Rat with DVD Banners for schools – pride Wave 105 promotion Schools recycling pack to include:</p> <ul style="list-style-type: none"> <li>• Teachers pack</li> <li>• Letter home to parents with questionnaire</li> <li>• Rat video.</li> </ul>

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**Community Safety Overview & Scrutiny Committee**  
Report of the AD Governance & ITT

**12 March 2013**

**Improving Community Resilience**

**Summary**

1. This report presents information gathered in support of the Community Safety Overview & Scrutiny Committee's review on Improving Community Resilience and asks Members to agree the recommendations arising.

**Background**

2. At a meeting in September 2012, the Committee agreed they would like to carry out a review on adaptation to climate change. Their concerns centred on the increase in localised surface water flooding (not river flooding) and they questioned what plans the Council had in place to respond.
3. The Committee requested that their potential review be scoped out to include information on:
  - The Changing Climate
  - Current controls/policy decisions, emergency planning, maintenance programmes, planning policy, community resilience etc
  - National best practice
  - Other interested partners e.g. Environment Agency, Drainage Boards, Farmers, Communities etc
4. At a meeting in November 2012, the Committee received a presentation on the changing climate, flood risk and emergency planning in respect of flooding in general. They considered information on York's vulnerability to past events e.g. flooding, snow, wind and storms etc, and, the consequential disruption to Council and/or Partner organisations processes i.e. interference with day to day service delivery and normal operational regime. They also looked at the predicted changes in climate for the future and its potential impact.

5. In January 2013, the Committee considered a report on Surface Water Management which had been considered by Cabinet in December 2012. Members queried if there were ways in which the community could assist the council in identifying flood risks, and learnt that the Local Flood Risk Management Strategy included consultation and engagement with the community. Also, that the Council encouraged residents to notify them when persistent surface water problems occurred in order that they could be assessed.
6. Having considered all of the information provided, the committee agreed that a review of Surface Water Management was not required following Cabinet's recent approval of the Council's new Surface Water Management Plan. The Committee queried if surface water management planning was being carried out at a ward/community level, but learnt that the new plan was generic for across the whole city. However, officers confirmed that if there were particular issues in a ward a specific plan could be put in place. This raised the question of community preparedness for any form of emergency, as the Committee perceived a gap in emergency preparedness at community level. They therefore agreed that the focus of their scrutiny review should be on the arrangements in place to enable communities to be more resilient in times of emergency.

### **Community Resilience**

7. The importance of community resilience was highlighted in York during the severe weather in winter 2010. The city experienced the worst weather conditions for around 25-30 years, including heavy snow falls and extremely cold conditions over a sustained period. Many residents were adversely affected, in particular the vulnerable and elderly. The conditions placed services delivered by the Council under extreme pressure, and limited day to day activity in the city.
8. During that time, many residents across the city had to fend for themselves because responding organisations had to prioritise their response. Many individuals offered help and assistance to family, friends and neighbours.
9. Community Resilience is defined as 'Communities and individuals harnessing local resources and expertise to help themselves in an emergency, in a way that complements the response of the emergency services'.

## **Best Practice Elsewhere**

10. Communities in the UK already involved in preparing for emergencies show some or all of the following features:
  - Are aware of risks that may affect them (both nationally and locally) and how vulnerable they are to such risks. This helps motivate them to personally take action to prepare for the consequences of emergencies.
  - Work in partnership to complement the work of the local emergency responders and other organisations before, during and after an emergency.
  - Use of existing skills, knowledge and resources to prepare for, and deal with, the consequences of emergencies.
11. In February 2013, the Community Safety Overview & Scrutiny Committee received a presentation from the Emergency Planning Manager from Humber Emergency Planning Service at East Riding of Yorkshire Council. The presentation detailed the work undertaken by East Riding to improve community resilience across their region through the introduction of Community Emergency Plans.

## **Information Gathered**

12. In the East Riding of Yorkshire, following flooding in 2007, Town and Parish Councils across the region were asked to lead on the development of community resilience through the development of community emergency plans.
13. A Community Emergency Plan will usually identify:
  - a local emergency co-ordination team
  - a place for the team to work from during an emergency
  - a safe place for any evacuees to shelter
  - a list of the vulnerable people that might need additional support
  - contact details for people with skills or resources that may be helpful during the response to an emergency
14. Every year East Riding of Yorkshire Council asks its Town and Parish Councils if they have a Community Emergency Plan in place, or if they intend to produce one.

To assist them in their development of a community emergency plan, East Riding of Yorkshire Council can provide a series of guidance documents, a DVD and templates – see examples at Annex A.

15. There are now currently 71 Town and Parish Councils with Community Emergency Plans, and 47 in the process of preparing one, which is 70% of the Town & Parish Councils across the East Riding region. The completed plans are shared with emergency services partners, and the contact details extracted from the plans have been used to provide regular email updates during severe weather conditions.
16. A number of Town and Parish Councils across the East Riding area have gone on to successfully implemented their community emergency plan. For example, in October 2012 Snaith and Cowick Town Council triggered their community emergency plan and worked with the Environment Agency, the Council and other organisations in response to unstable flood defence. The Town Council were able to mobilise a team to assist with the alerting the community, to open up a sports hall to act as a shelter as required and to open their Council offices to provide an operation hub for responders.
17. However, it doesn't have to be a Parish Council that prepares the Community Emergency Plan. It could be a Residents Association, Neighbourhood Watch Group or other community group.
18. Creating a Community Emergency Plan  
It can take between 2-6 months to complete a Community Emergency Plan template, subject to the level of community engagement. Asking for the help of community residents is at the heart of community emergency planning, and in most areas it will be possible to find an abundance of skills, resources and equipment that can be used in an emergency.
19. There are a number of methods that can be used to request assistance including:
  - Writing to all members of the community to ask for assistance
  - Placing a request on community notice boards and community news letters
  - Holding an open day for the emergency plan and requesting support from people as they pass
  - Targeting businesses that operate in the community and requesting support

- Targeting community groups who help people, or who have resources or skills that could be useful in an emergency

20. Available Funding

There is no specific funding available for producing a community emergency plan; however it should not cost a great deal to produce. East Riding of Yorkshire Council were able to access some funding from a number of new funding schemes, so it may be possible to do this in York.

21. Interaction with the Emergency Plans of other Responding Organisations

All other responding organisations will have their own emergency plans. East Riding produced a DVD which gave an overview of how they fit together – this is available to view at [www.heps.gov.uk](http://www.heps.gov.uk)

22. The DVD also provided information on:

- The benefits of producing an emergency plan
- Running an emergency shelter
- Running an incident room
- Running an exercise to test the plan

23. Informing Town and Parish Councils of an Emergency

There is often an information vacuum at the start of an emergency, with responding organisations trying to ascertain exactly what has happened and what the consequences are. However, the Local Authority should provide notification as soon as possible after their arrangements have been put in place to implement their response to the emergency. The type of notification will always depend on the type of emergency e.g.:

- In the event of a localised emergency that impacts on one or a small areas, the designated person e.g. parish clerk or a member of the local emergency co-ordination team, would be telephoned by the Head of Service who is co-ordinating the Council's response to the emergency. The Head of Service would be designated as the Control Centre Manager when they are in this co-ordination role.
- In the event of a wide area emergency that impacts on many wards initial notification is likely to come from an email sent from the Emergency Planning team or from the Control Centre Manager.
- A text alert service could also be utilised to send notification by SMS to a member(s) of the local emergency co-ordination team

24. Identifying Local Risks

The emergency services, Local Authorities, NHS, Environment Agency and other key organisations such as Yorkshire Water complete a regular risk assessment looking at the type of hazards that might create an emergency in the area. Some of the higher risks are:

- Industrial Accidents
- Seasonal & Pandemic Influenza
- Severe Weather
- Flooding

25. Completed Plans

Once a plan is completed, it needs to be distributed. It is likely that it will contain confidential information e.g. addresses of vulnerable people, so it needs to have a restricted distribution list. It is recommended that key members of a local emergency co-ordination team keep a copy, that a copy be provided to the Council to share with the emergency services, and that a copy be kept in an emergency box together with a copy of all the other information and equipment that might be needed during an emergency e.g.:

- a street map of the area
- maps showing areas likely to flood
- the register of electors (this can be provided by Electoral Services)
- paper and pens
- battery operated radio
- battery operated torches

26. Community Plans for Areas with Insufficient Resources

If a community is not in a position to prepare an emergency plan due to insufficient resources in the area, they could be encouraged to contact a neighbouring area and suggest preparing a joint plan in advance and splitting the work required.

**Review Conclusions**

27. Having received a detailed presentation on the approach taken by East Riding of Yorkshire Council, the Committee agreed it could be adapted and combined with current practices e.g. Snow Wardens, Flood Wardens etc, for introduction across York.

28. They also suggested that the introduction of community emergency plans could be supported by the Council's Emergency Planning Unit and the Communities & Equalities Team, and the completed plans could lie beneath the Community Contracts currently being drawn up.
29. Officers confirmed that a number of the council's partners i.e. North Yorkshire Fire & Rescue and Yorkshire Water, would be willing to support and help fund the process of introducing community emergency plans.
30. Finally, the Committee agreed it would also be useful to provide individual households with advice and guidance on emergency preparedness.

### **Options**

31. Having considered the information within this report, Members may choose whether or not to:
  - i. Conclude the work on this review
  - ii. Agree the recommendations detailed below
  - iii. Identify alternative recommendations

### **Council Plan 2011-15**

32. The introduction of Community Emergency Plans would support the Council's aim to make Communities safe, resilient and cohesive.

### **Implications**

33. Information on the implications associated with the draft recommendations below is currently being sought and will be included here in this report once the Committee have agreed the recommendations they wish to make.

### **Risk Management**

34. There are no known risks associated with the draft recommendations below.

### **Recommendations**

35. The Community Safety Overview & Scrutiny Committee is asked to consider the following draft recommendation:

- i) In order to ensure community preparedness for any form of emergency and enable Communities to build their own resilience, the Cabinet are recommended to:
  - a) Strengthen Community Resilience by following best practice as implemented by others (e.g. East Riding of Yorkshire Council) through the introduction of Community Emergency Plans
  - b) Work with Communities to help them identify any available external funding,
  - c) Work with appropriate partners to encourage their support and assistance.

Reason: To conclude the work on this review

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**Chief Officer Responsible for the report:**

Andrew Docherty  
AD ITT & Governance

Wards Affected:

Report Approved  Date 1 March 2013  
All

**Background Papers:** N/A

**Annexes:** None

## Community Safety Overview & Scrutiny Committee –Work Plan 2012-13

Dates	Work Programme
27 June 2012	<ol style="list-style-type: none"> <li>1. Draft Workplan for 2012-13 – Discussion re New Ways of Working &amp; Monitoring CYC Performance. Plus Director Update on Planned Service Reviews for 2012/13 &amp; Agreed CYC related Topics</li> <li>2. Briefing on Proposed CCTV Topic</li> <li>3. Introductory briefing on Animal Related Enforcement Topic</li> </ol>
17 July 2012	<ol style="list-style-type: none"> <li>1. Animal Enforcement Review - Review remit to be agreed (Matthew Boxall)</li> <li>2. Workplan &amp; Suggested Remit for Domestic Recycling Task Group Scrutiny Review</li> <li>3. Attendance of SYP &amp; NYP to discuss Crime &amp; Disorder Issues</li> <li>4. Safer York Partnership Bi-Annual Performance Report (Ian Cunningham)</li> <li>5. SYP Report on CSP Plan &amp; Joint Strategic Intelligence Assessment (Ian Cunningham)</li> <li>6. CYC Year End Financial &amp; Performance Monitoring Report (Patrick Looker)</li> </ol>
11 Sept 2012	<ol style="list-style-type: none"> <li>1. CYC First Qtr Finance &amp; Performance Monitoring Report (Patrick Looker)</li> <li>2. Draft Hate Crime Strategy - Consultation (Steve Waddington)</li> <li>3. Animal Health Long Term Proposals - Verbal update on ongoing work (Steve Waddington)</li> <li>4. Verbal Update from CCTV Task Group</li> <li>5. Workplan</li> </ol>
13 Nov 2012 @ 5pm	<ol style="list-style-type: none"> <li>1. Attendance of Cabinet Member for Environmental Services re 2012/13 Priorities &amp; Challenges</li> <li>2. Presentation on Global Warming for Emergency Planning Scrutiny Review (Mike Taverner)</li> <li>3. Consultation on Draft Protocol for NY&amp;Y Police &amp; Crime Panel and Crime &amp; Disorder Overview &amp; Scrutiny Committees</li> <li>4. Domestic Recycling Task Group Scrutiny Review - Verbal Update from Task Group</li> <li>5. Workplan</li> </ol>
15 January 2013	<ol style="list-style-type: none"> <li>1. Cabinet Report on Surface Water Management – To support Possible Scrutiny Review on CYC Emergency Planning</li> <li>2. CYC Second Qtr Finance &amp; Performance Monitoring Report</li> <li>3. SYP Bi-Annual Performance Report</li> <li>4. Workplan</li> </ol>
25 Feb 2013	<ol style="list-style-type: none"> <li>1. Presentation on Community Resilience/Emergency Planning from Alan Bravey of East Riding Council</li> <li>2. Workplan</li> </ol>
12 March 2013	<ol style="list-style-type: none"> <li>1. Police &amp; Crime Panel Workplan 2013-2014 – Attendance of PCP Support Officer &amp; CYC Panel Members</li> <li>2. CYC Third Qtr Finance &amp; Performance Monitoring Report</li> <li>3. Report on A-Boards</li> <li>4. Update report on Domestic Waste Recycling Review</li> <li>5. Report on Community Resilience/ Emergency Planning Scrutiny Review</li> <li>6. Workplan</li> </ol>
23 April 2013	<ol style="list-style-type: none"> <li>1. Attendance of Cabinet Members for Crime &amp; Stronger Communities, and Environmental Services –Re outcomes from priorities for 2012/13 &amp; new priorities for 2013/14</li> <li>2. Options for Commercial Waste Recycling – Officer Presentation</li> <li>3. Draft Workplan for 2013/14 – Discussion re Possible Topics for Scrutiny Review in coming Year</li> </ol>

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